

Context Rental and ARMS

1.*
ARMS Context
(CSD)

FIG. 4

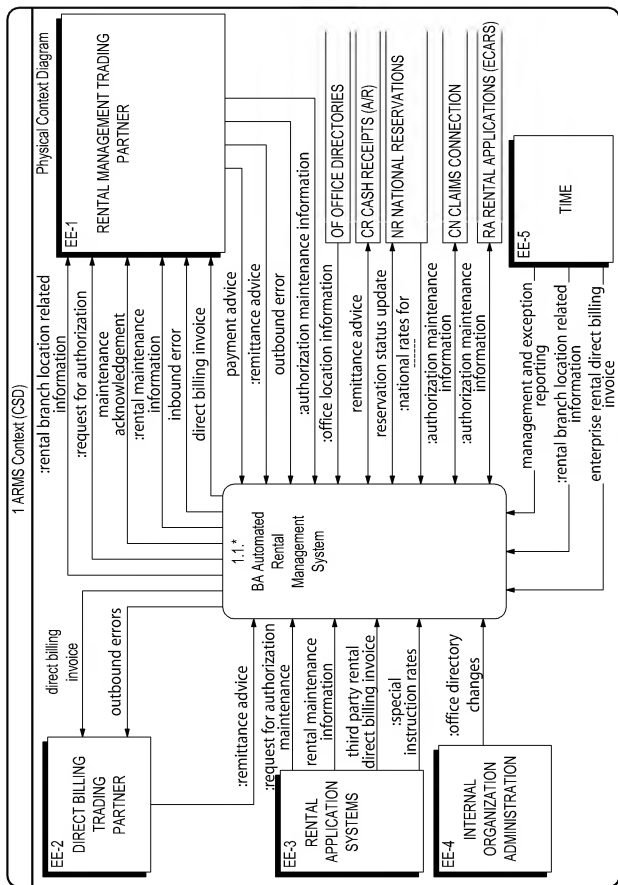


FIG. 5

1.1 BA Automated Rental Management System

Application Areas

1.1.1.*

AA Trading Partner
Business
Transactions

1.1.2.*

AA Rental Systems
Business Transactions

1.1.3.*

AA Office Information
Synchronization Between
Enterprise and Trading
Partner

1.1.4.*

AA ARMS Support

FIG. 6

1.1.1 AA Trading Partner Business Transactions

Business Transactions

1.1.1.1.*
BT Request for
Authorization
Management by
Customer

1.1.1.2.*
BT Manage Customer
Remittance

1.1.1.3.*
BT Manage Customer
Message

FIG. 7

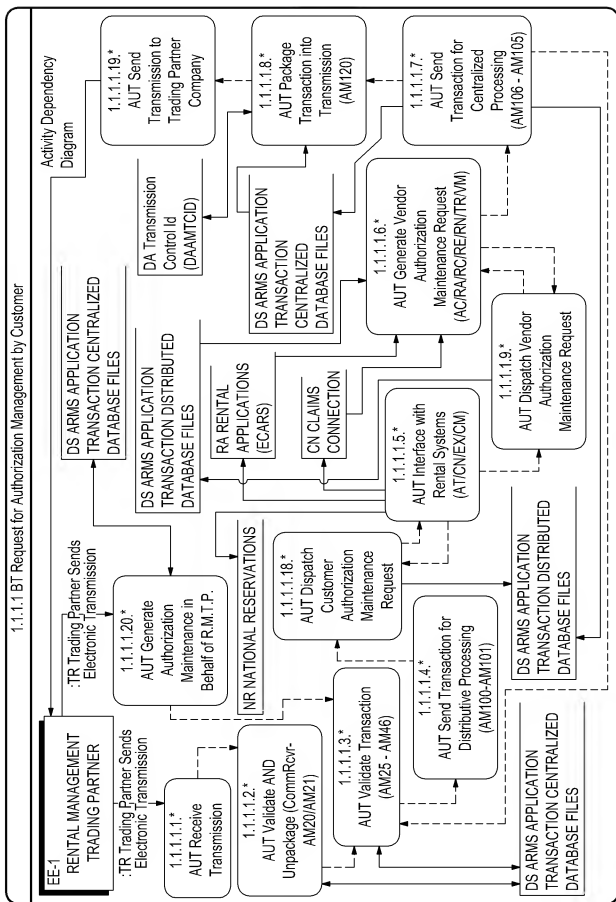


FIG. 8

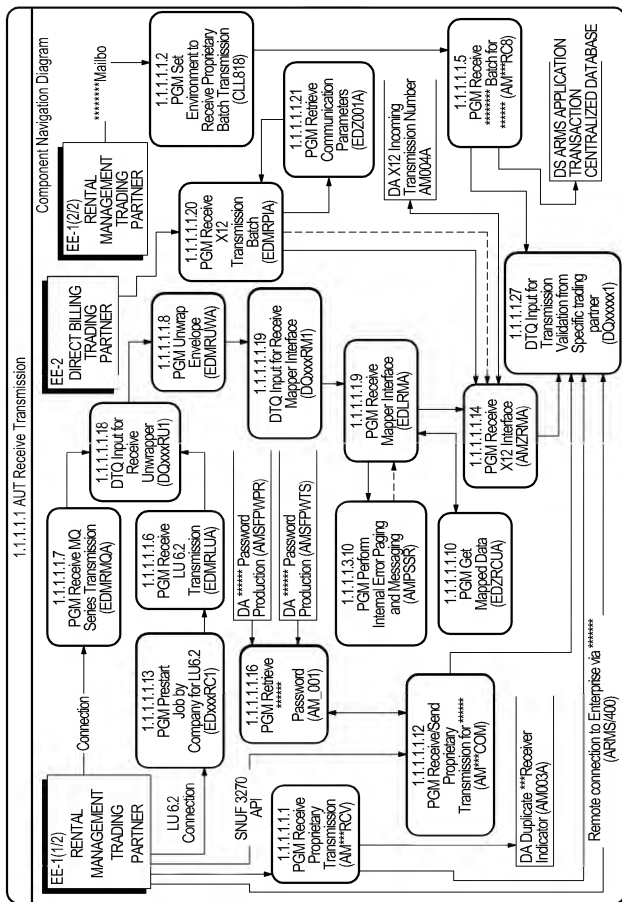


FIG. 9

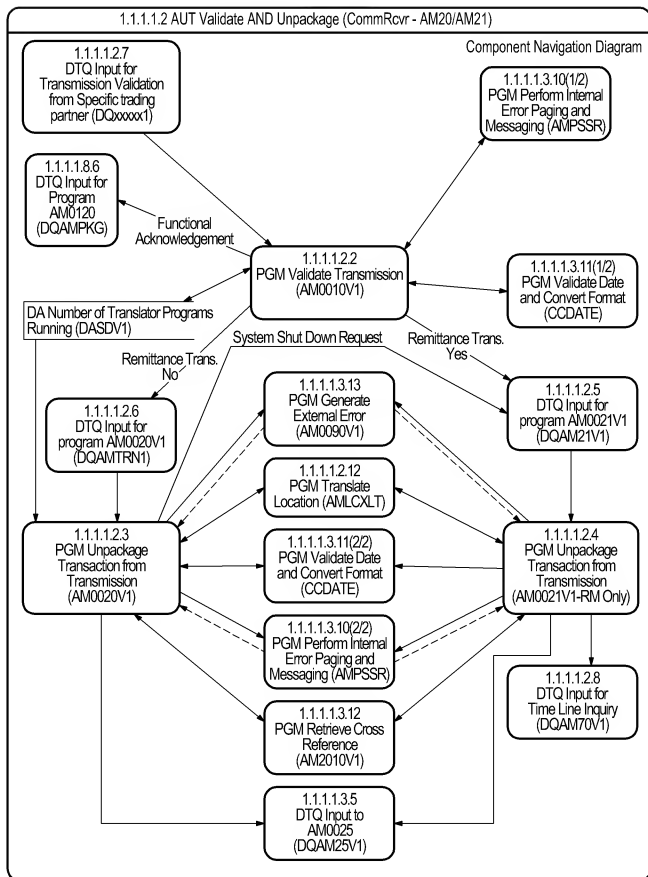
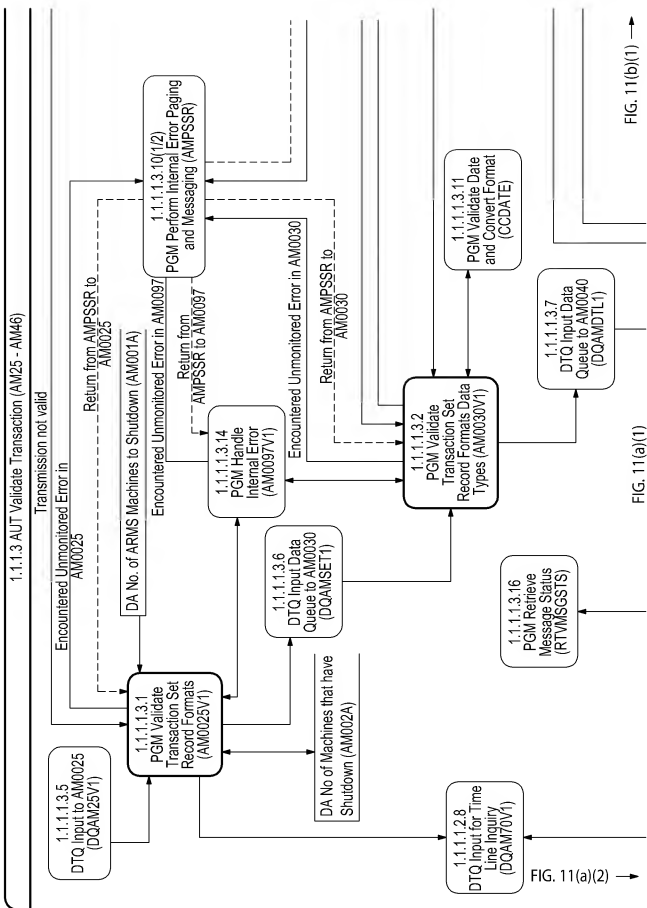


FIG. 10



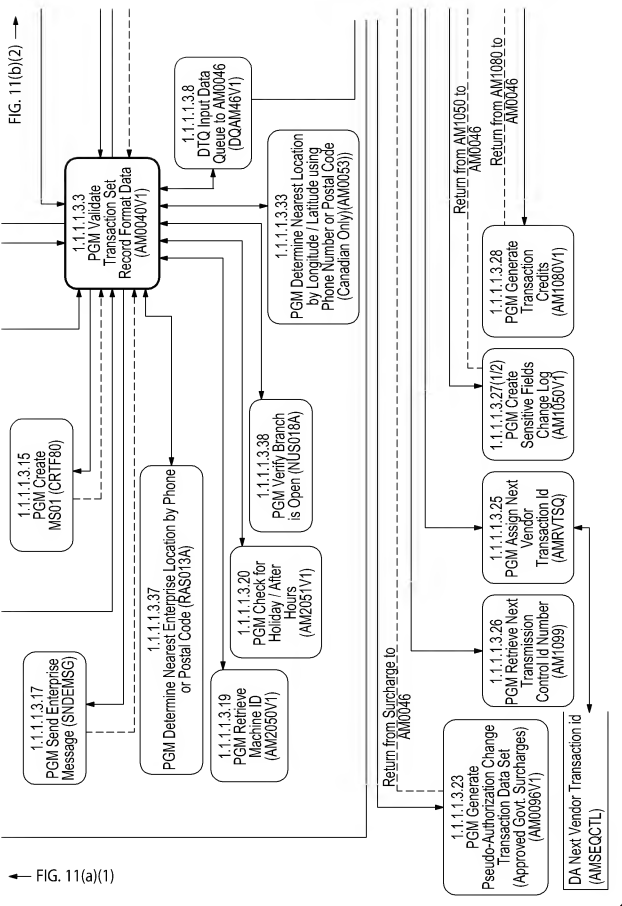


FIG. 11(a)(2)

1.1.1.3 AUT Validate Transaction (AM25 - AM46)

Component Navigation Diagram

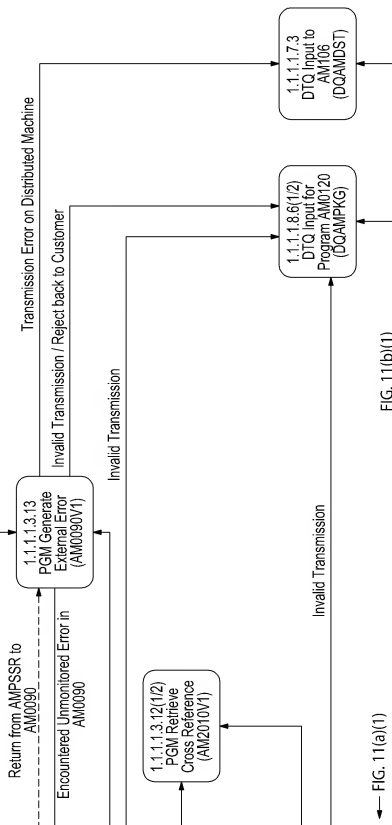


FIG. 11(a)(1)

FIG. 11(b)(1)

FIG. 11(b)(2)

← FIG. 11(b)(1)

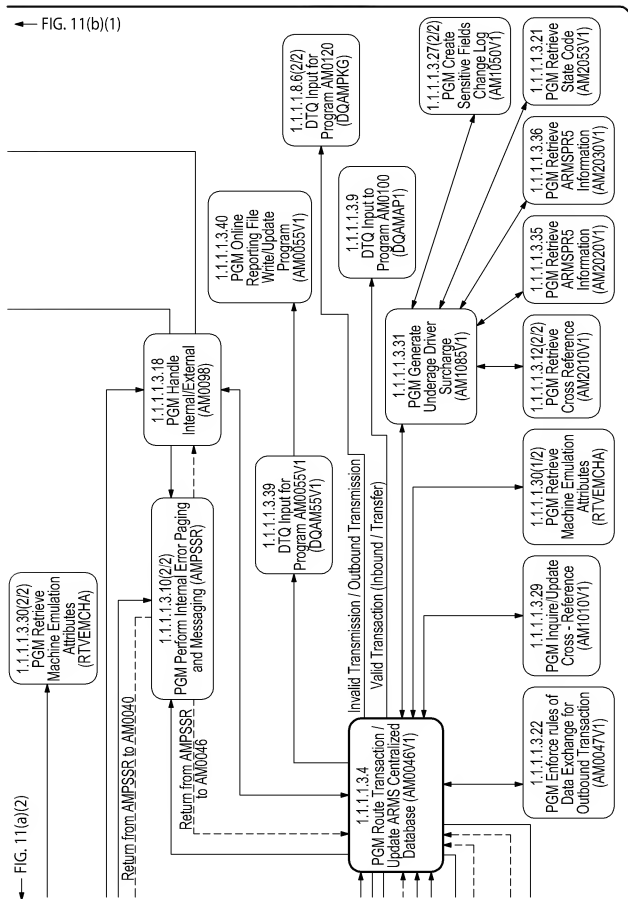


FIG. 11(b)(2)

1.1.1.1.4 AUT Send Transaction for Distributive Processing (AM100-AM101)

Component Navigation Diagram

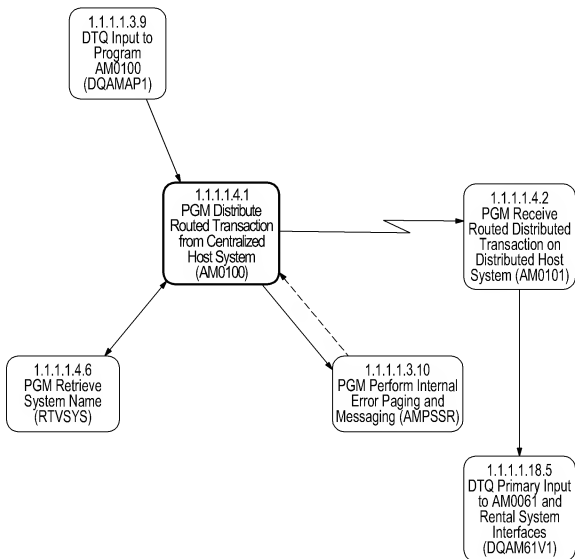


FIG. 12

1.1.1.1.5 AUT Interface with Rental Systems (AT/CN/EX/CM)

Activity Modes Diagram

1.1.1.1.5.1.*
AUT Interface with
ECARS
(AT/CN/EX/CM)

1.1.1.1.5.2.*
AUT Interface with
Claims Connection
(AT/CN/EX)

FIG. 13

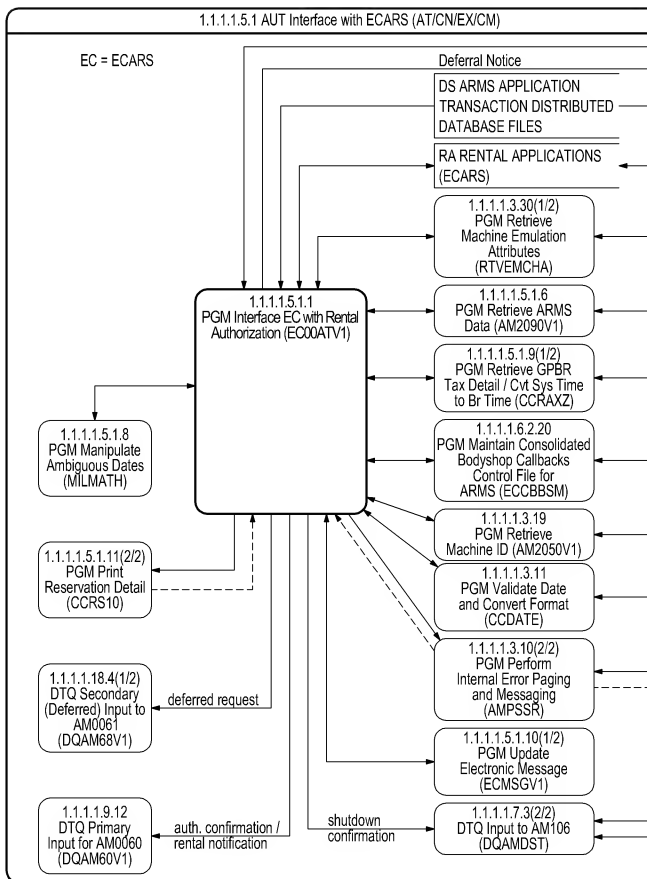


FIG. 14(a)

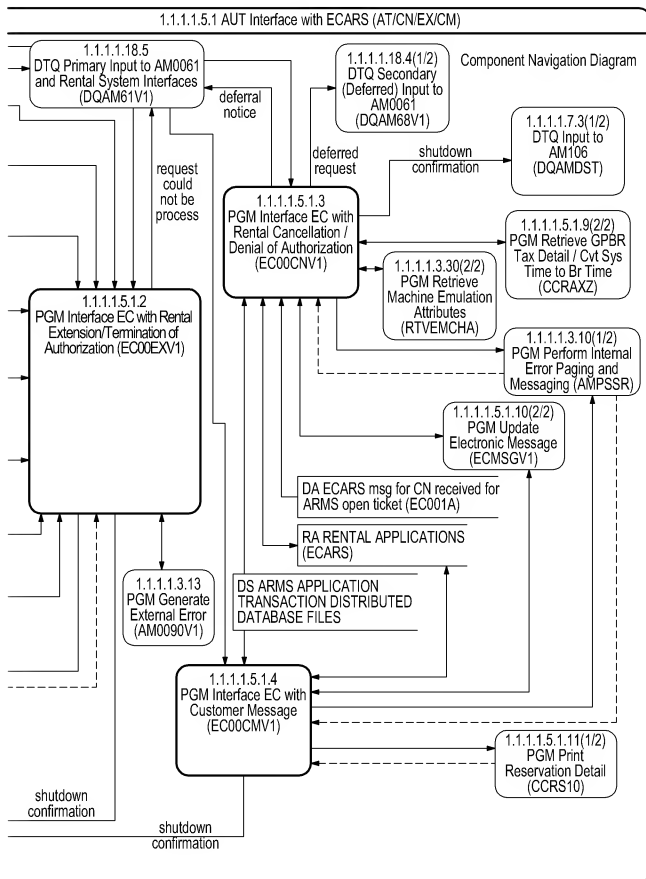


FIG. 14(b)

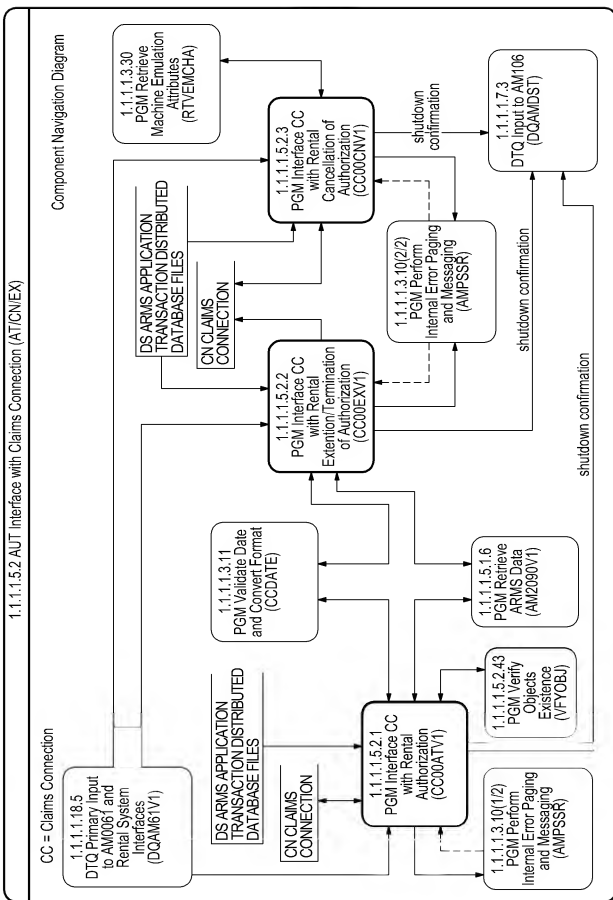


FIG. 15

1.1.1.1.6 AUT Generate Vendor Authorization Maintenance Request (AC/RA/RC/RE/IRN/TR/M)

Activity Modes Diagram

1.1.1.1.6.1.*

AUT Generate Claims
Connection Authorization
Maintenance Request
(AC/RA/RC/RE/IRN/TR)

1.1.1.1.6.2.*

AUT Generate ECARS
Authorization Maintenance
Request
(AC/RA/RC/RE/IRN/TR/M)

FIG. 16

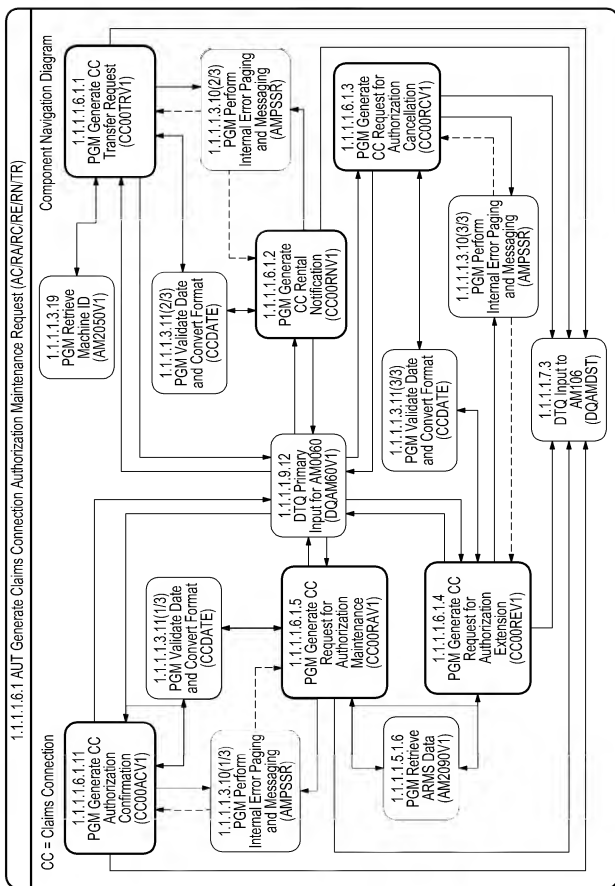


FIG. 17

1.1.1.1.6.2 AUT Generate ECARS Authorization Maintenance Request (AC/RA/RC/RE/RN/TR/VM)

EC = ECARS

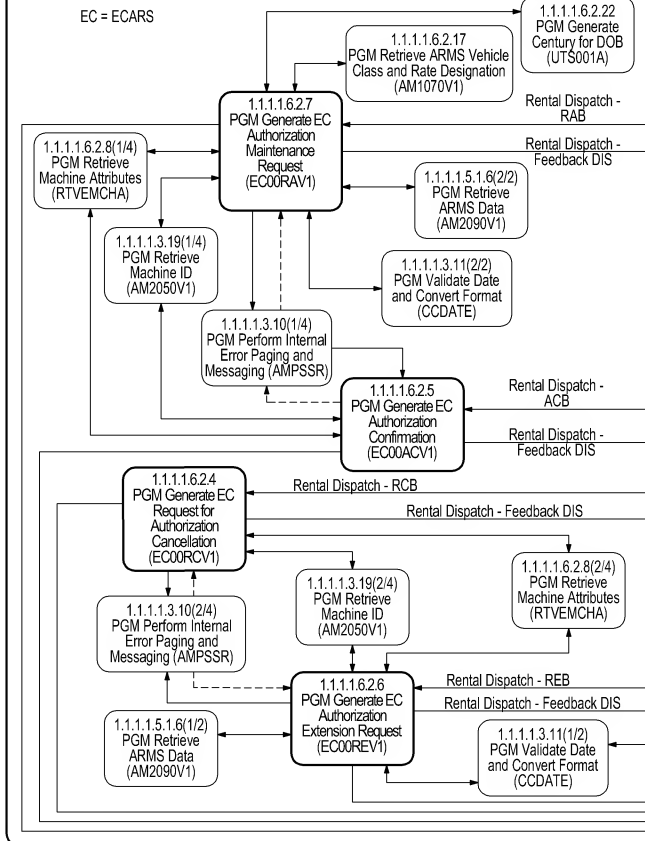


FIG. 18(a)

FIG. 18(b)

1.1.1.1.7 AUT Send Transaction for Centralized Processing (AM106 - AM105)

Component Navigation Diagram

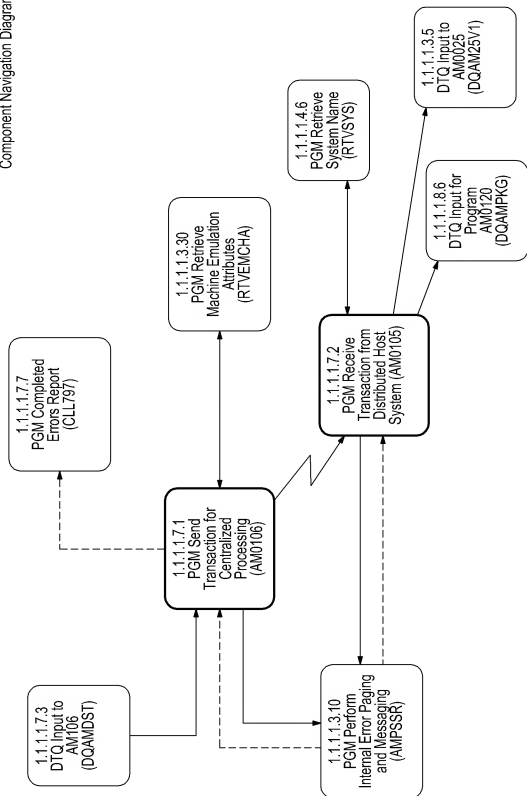


FIG. 19

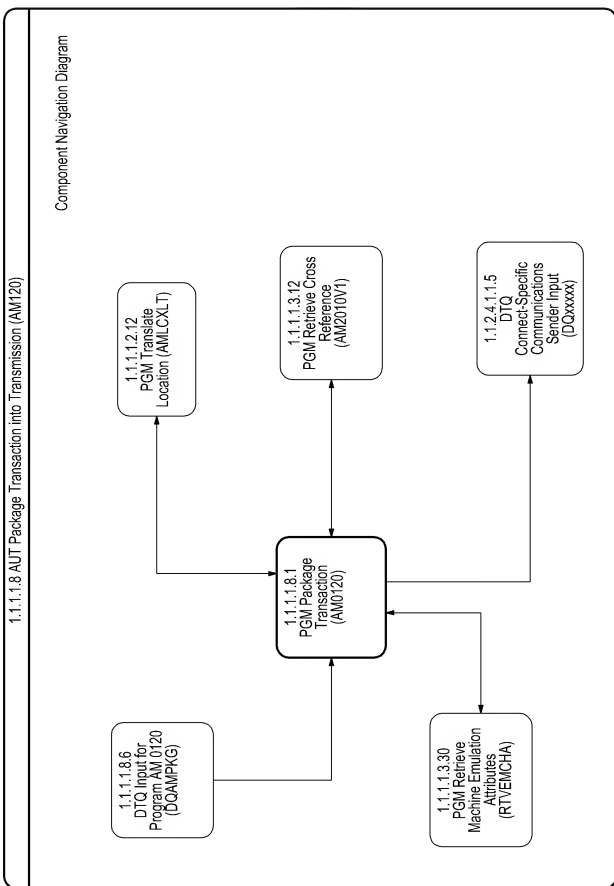


FIG. 20

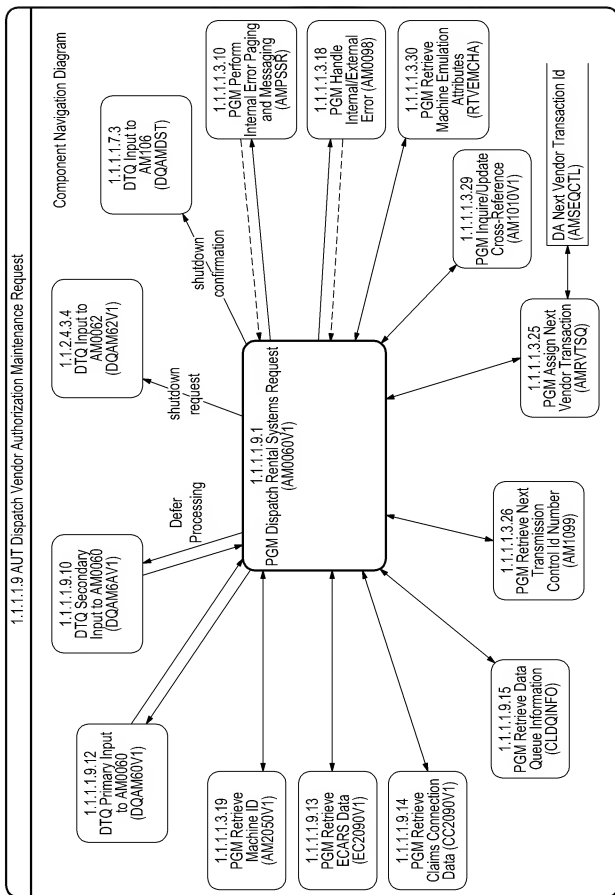


FIG. 21

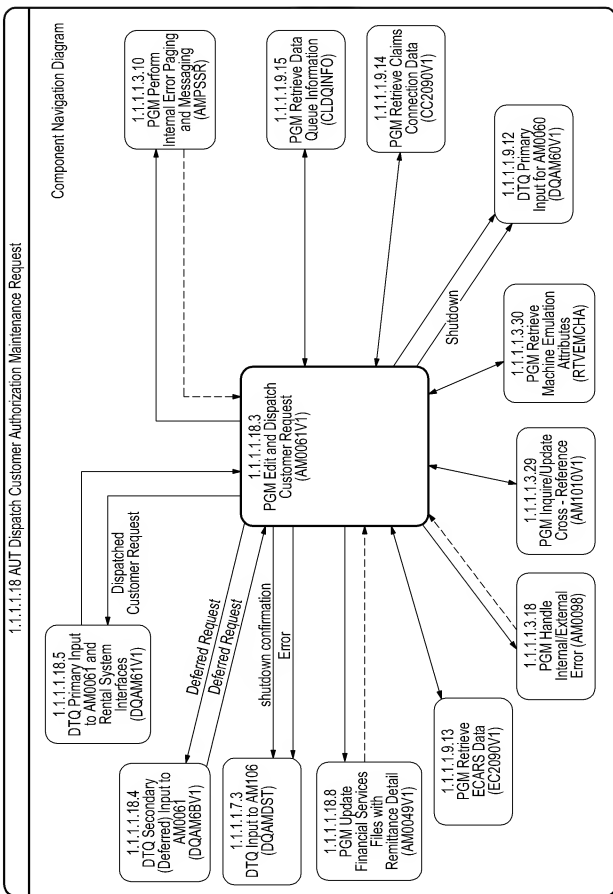


FIG. 22

1.1.1.1.20 AUT Generate Authorization Maintenance in Behalf of R.M.T.P.

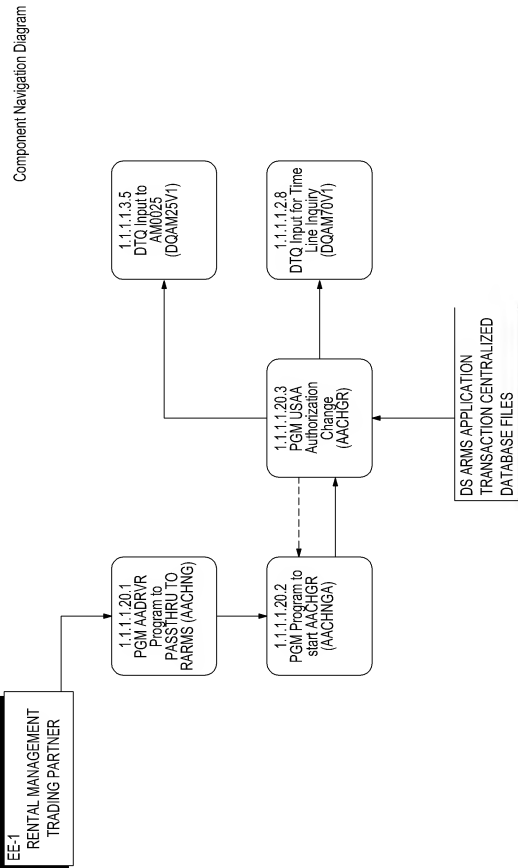


FIG. 23

1.1.1.2 BT Manage Customer Remittance

Activity Dependency Diagram

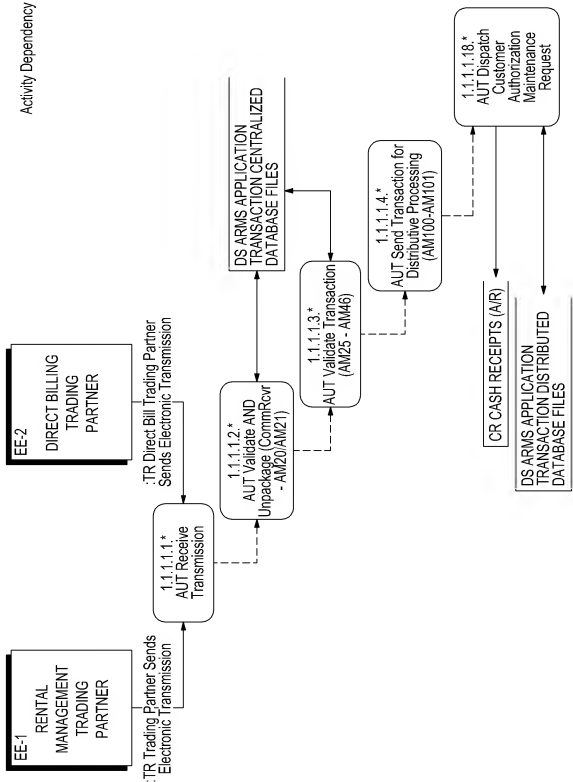


FIG. 24

1.1.1.3 BT Manage Customer Message

Activity Dependency Diagram

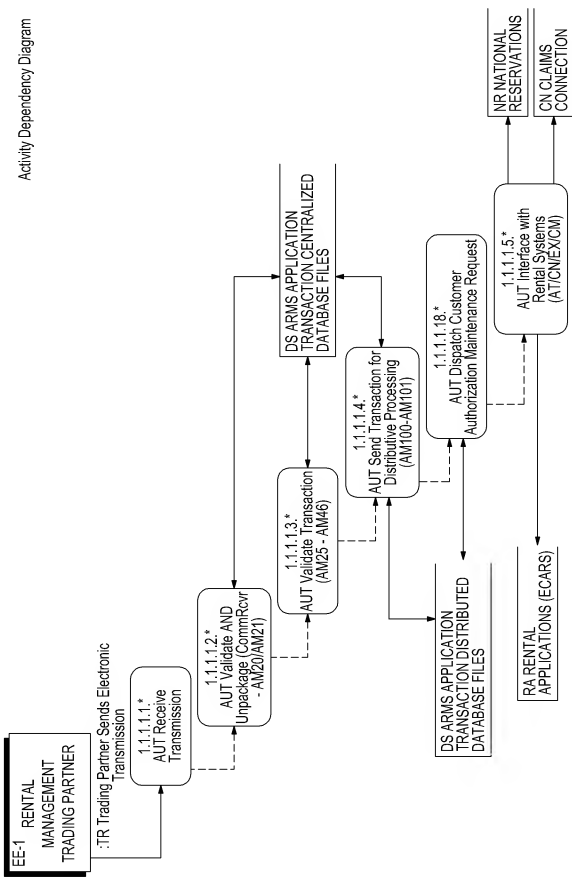


FIG. 25

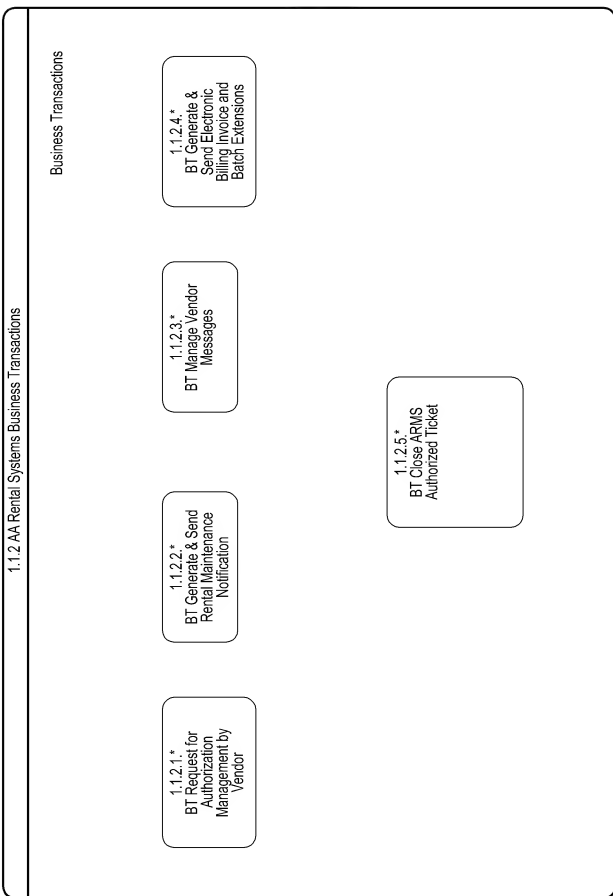


FIG. 26

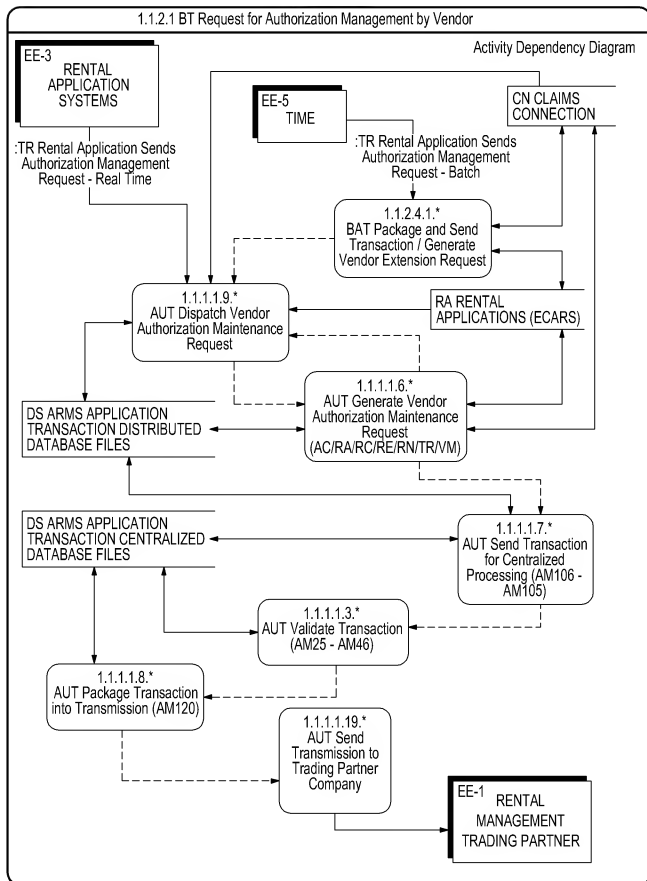


FIG. 27

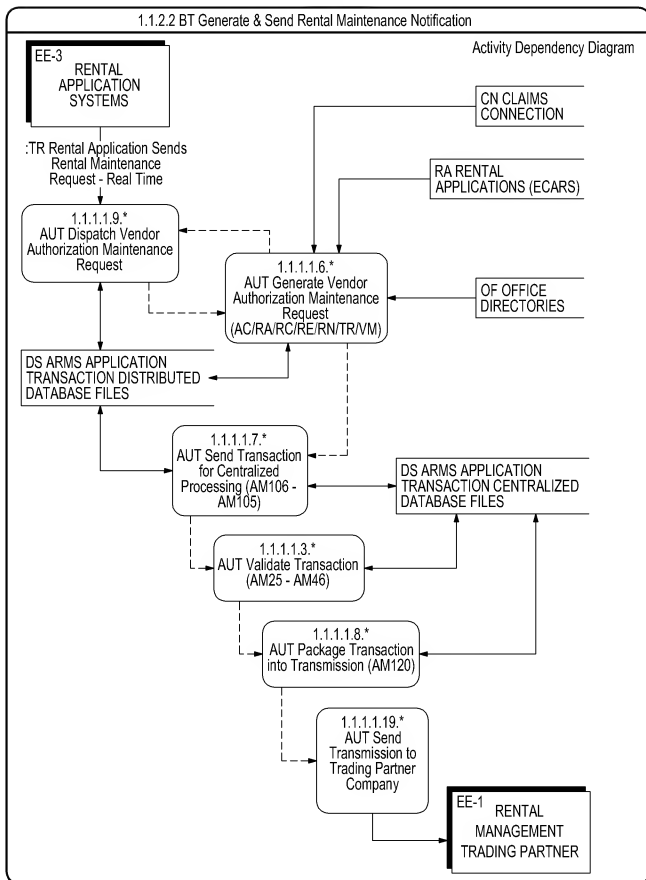


FIG. 28

1.1.2.3 BT Manage Vendor Messages

Activity Dependency Diagram

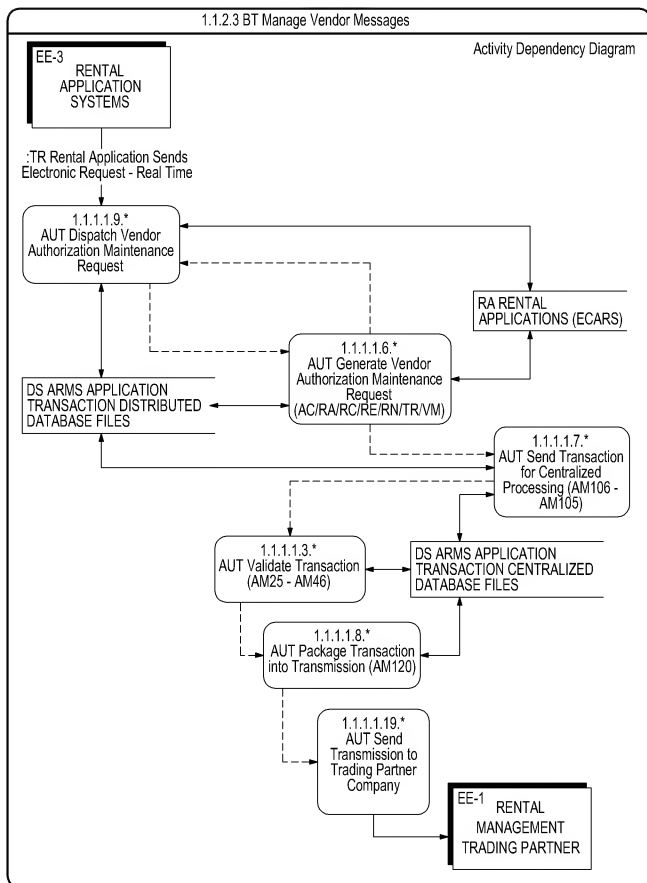


FIG. 29

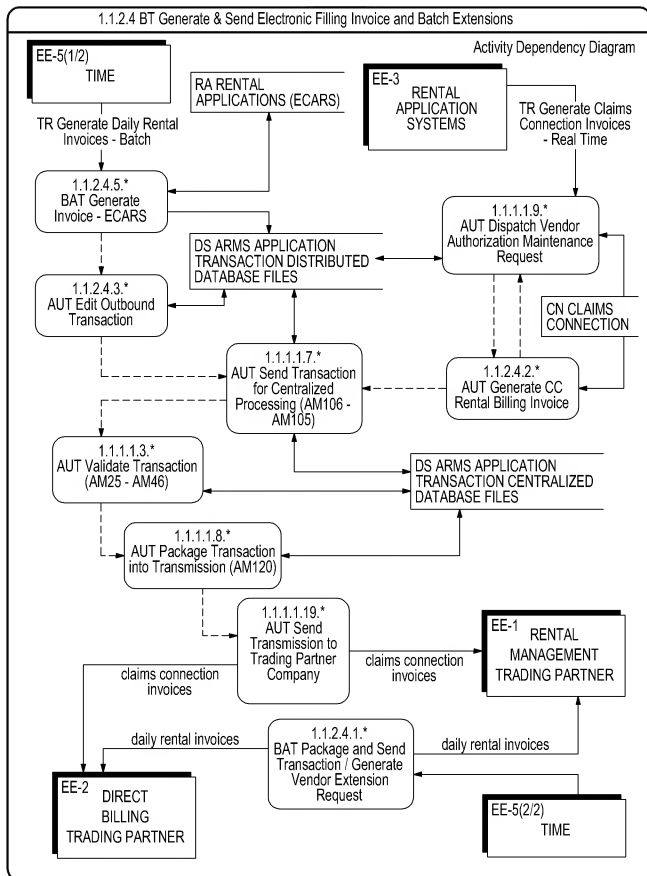


FIG. 30

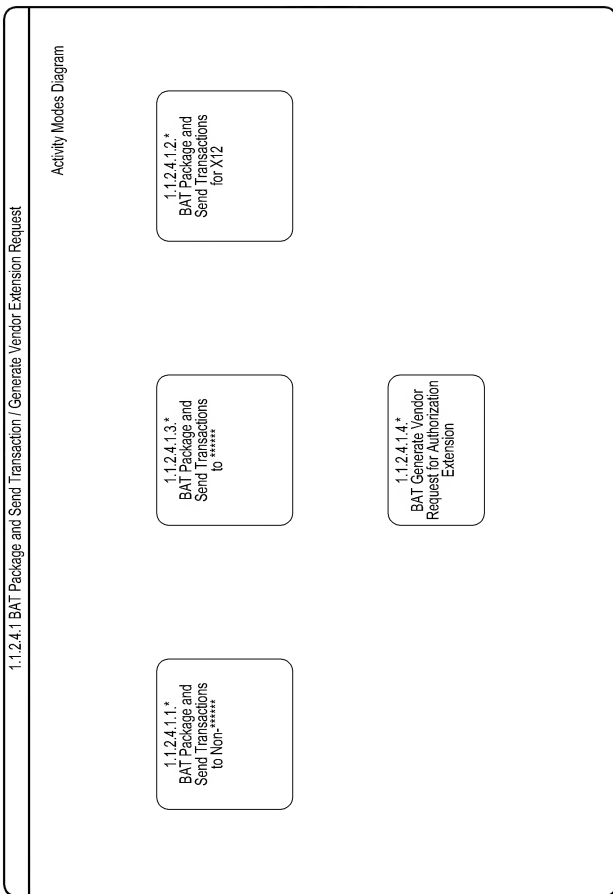


FIG. 31

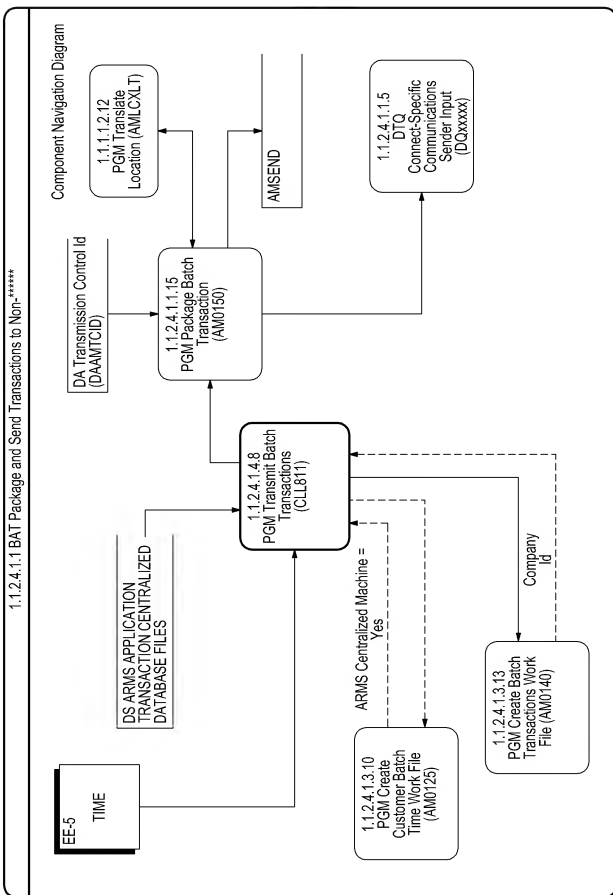


FIG. 32

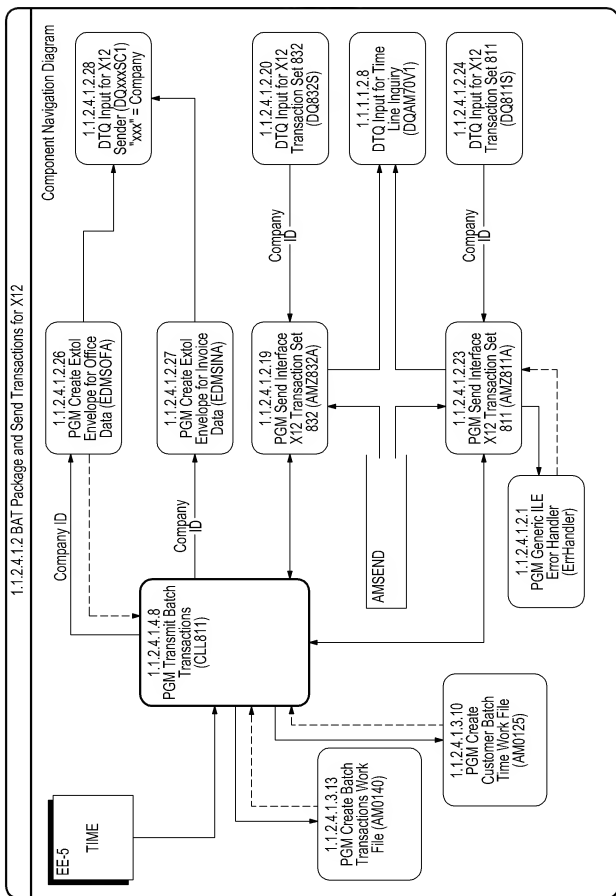


FIG. 33

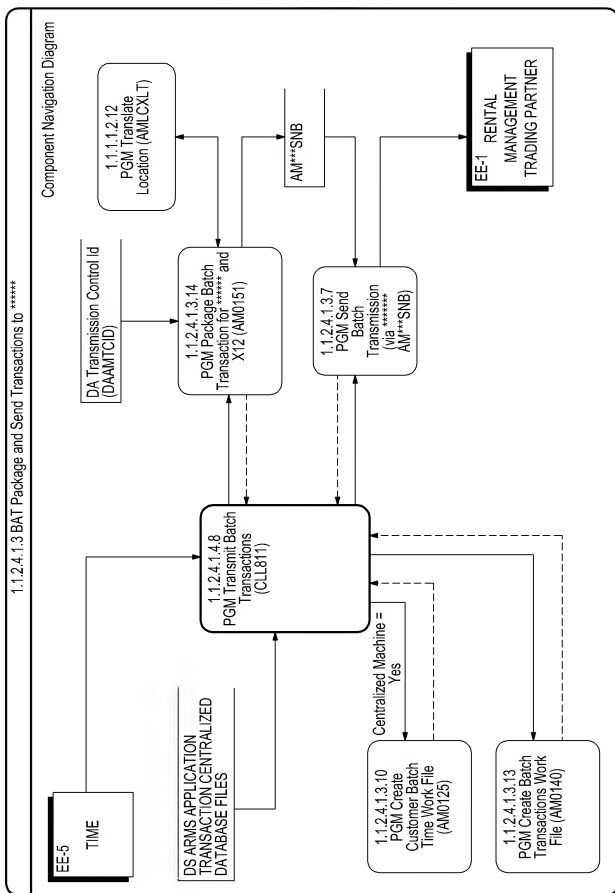


FIG. 34

1.1.2.4.1.4 BAT Generate Vendor Request for Authorization Extension

Component Navigation Diagram

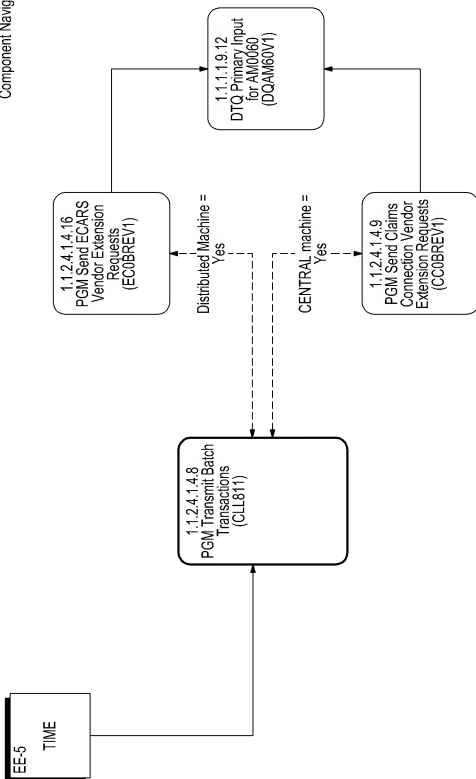


FIG. 35

1.1.2.4.2 AUT Generate CC Rental Billing Invoice

Component Navigation Diagram

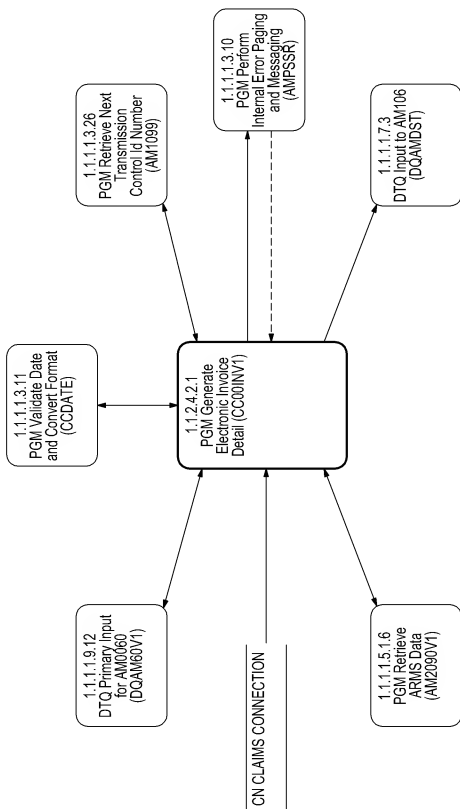


FIG. 36

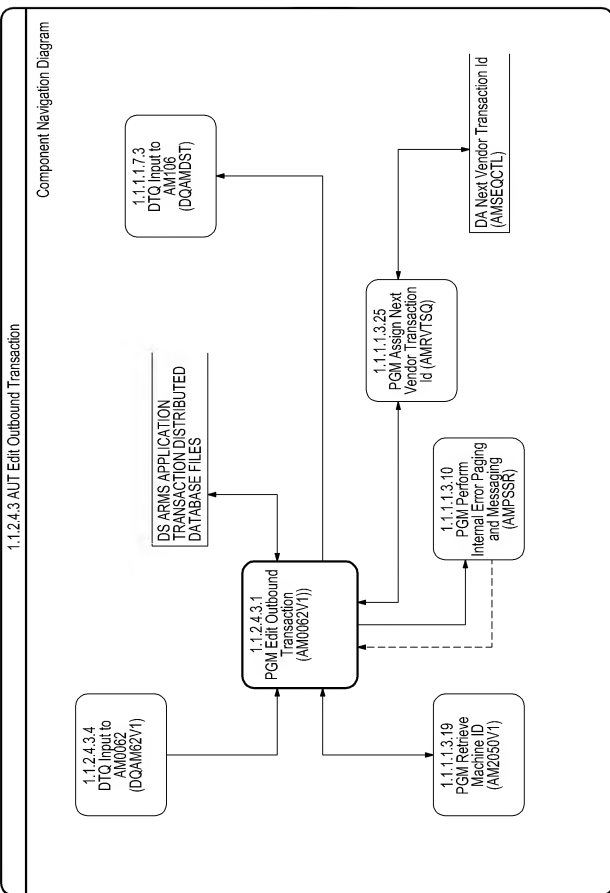


FIG. 37

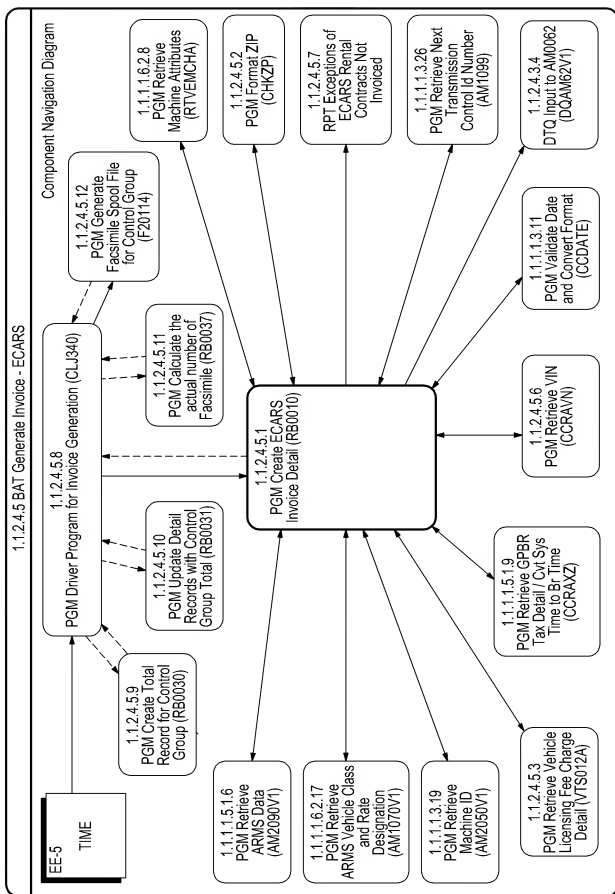


FIG. 38

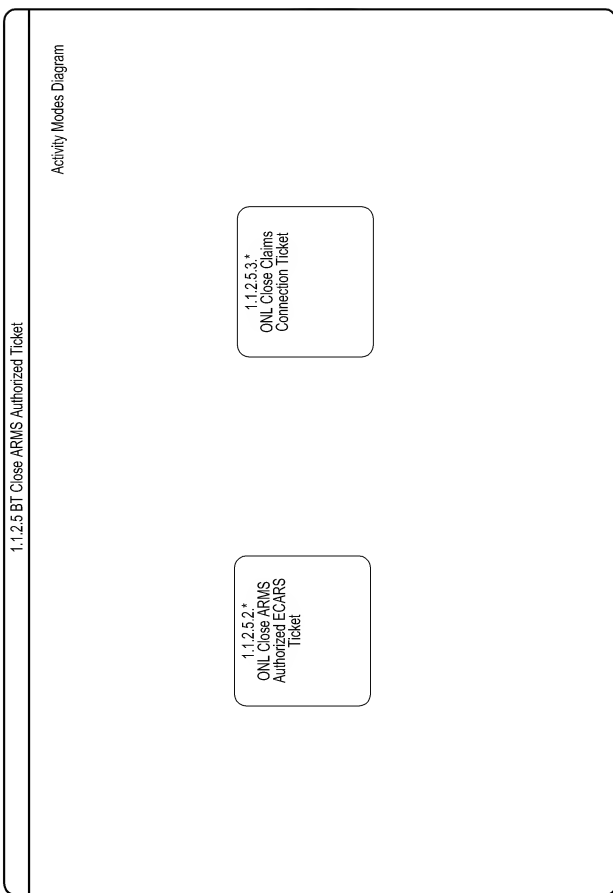


FIG. 39

1.1.2.5.2 ONL Close ARMS Authorized ECARS Ticket

Component Navigation Diagram

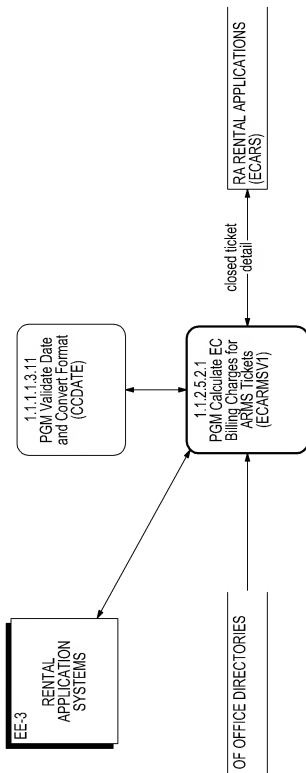


FIG. 40

1.1.2.5.3 ONL Close Claims Connection Ticket

Component Navigation Diagram

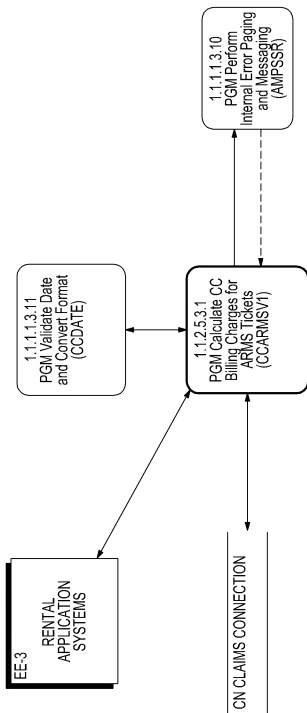


FIG. 41

1.1.3 AA Office Information Synchronization Between Enterprise and Trading Partner

Business Transactions

1.1.3.1.*

BT Synchronize
Office Information for

1.1.3.2.*

BT Synchronize
Office Information for
X12 Customer

1.1.3.3.*

BT Send Initial or
Yearly Car Class
Rates and Initial
Office Information for
X12 Customer

FIG. 42

1.1.3.1.5 BAT Generate Office Maintenance Transactions for *****

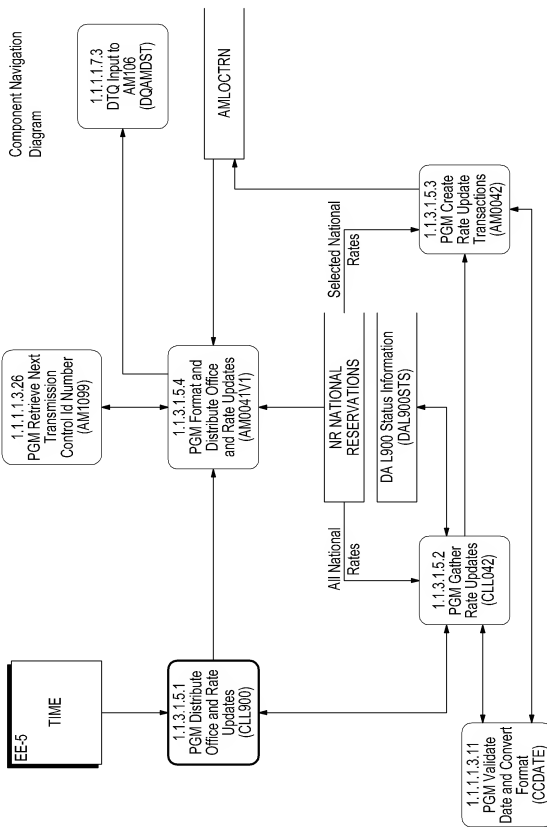


FIG. 43

1.1.3.1 BT Synchronize Office Information for *****

Activity Dependency Diagram

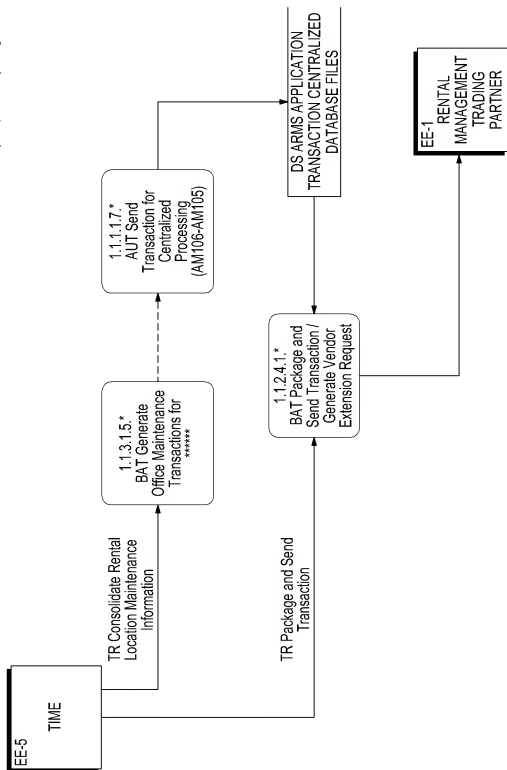


FIG. 44

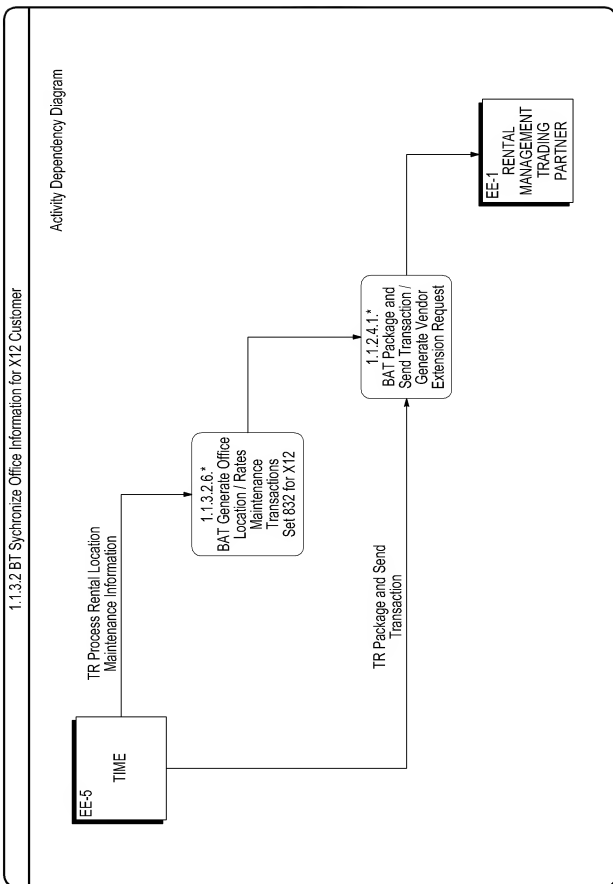


FIG. 45

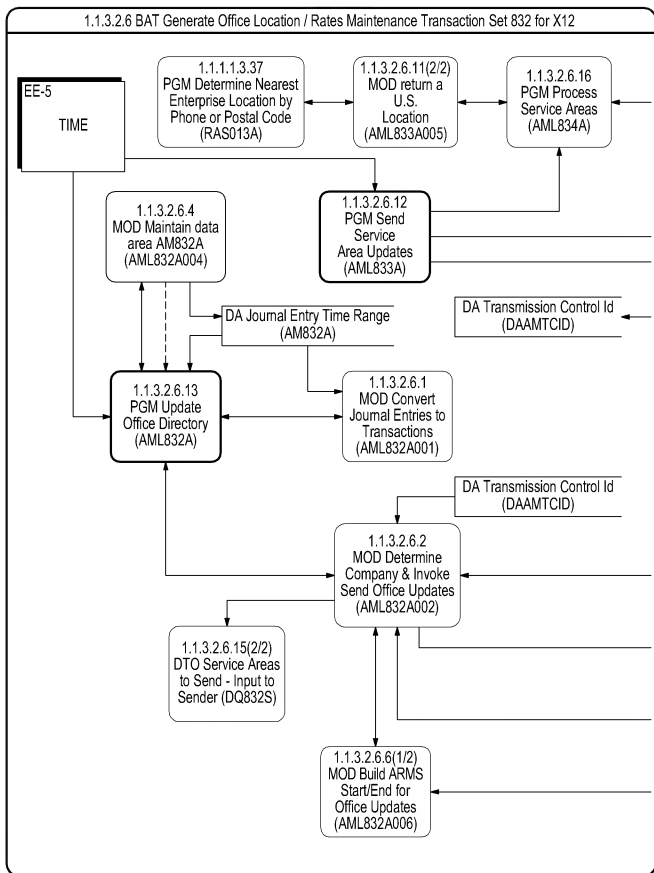


FIG. 46(a)

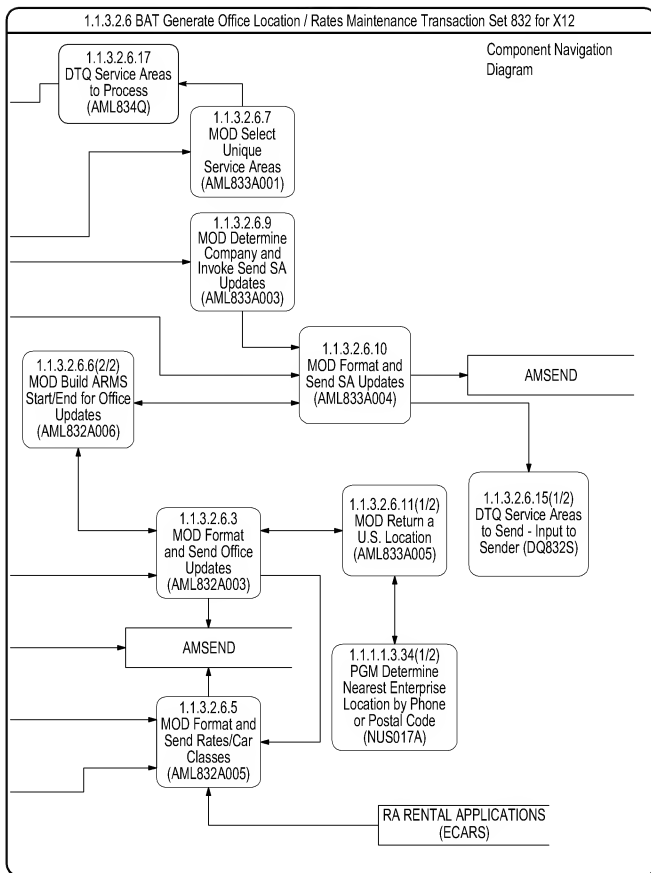


FIG. 46(b)

1.1.3.3 BT Send Initial or Yearly Car Class Rates and Initial Office Information for X12 Customer

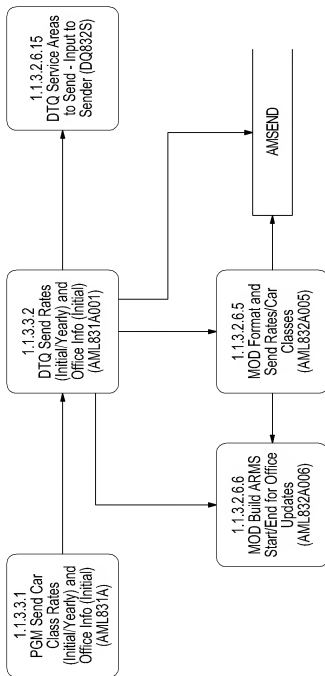
Component Navigation
Diagram

FIG. 47

1.1.4 AA ARMS Support

1.1.4.1.*
SA Manage
Environment

1.1.4.3.*
SA Information
System Reports

1.1.4.2.*
SA Research and
Fix Problems

1.1.4.4.*
SA Tools

1.1.4.1 SA Manage Environment

Activity Dependency Diagram

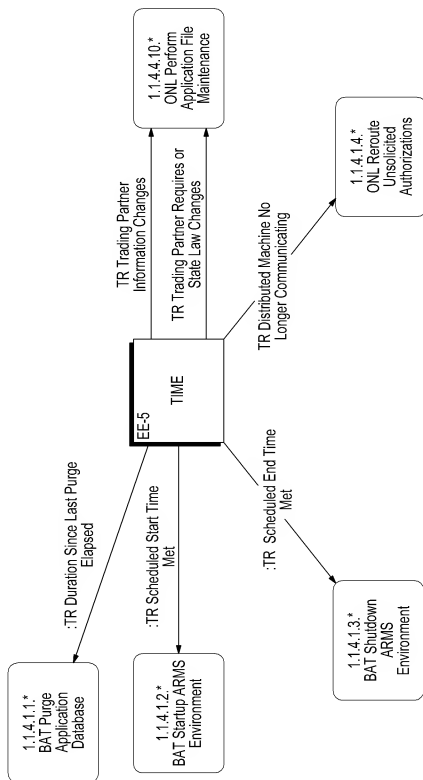


FIG. 49

1.1.4.1.1 BAT Purge Application Database

Component Navigation Diagram

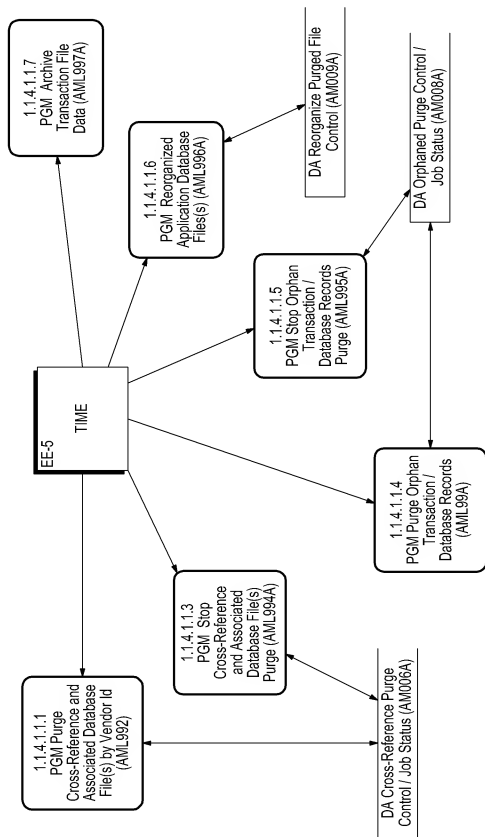


FIG. 50

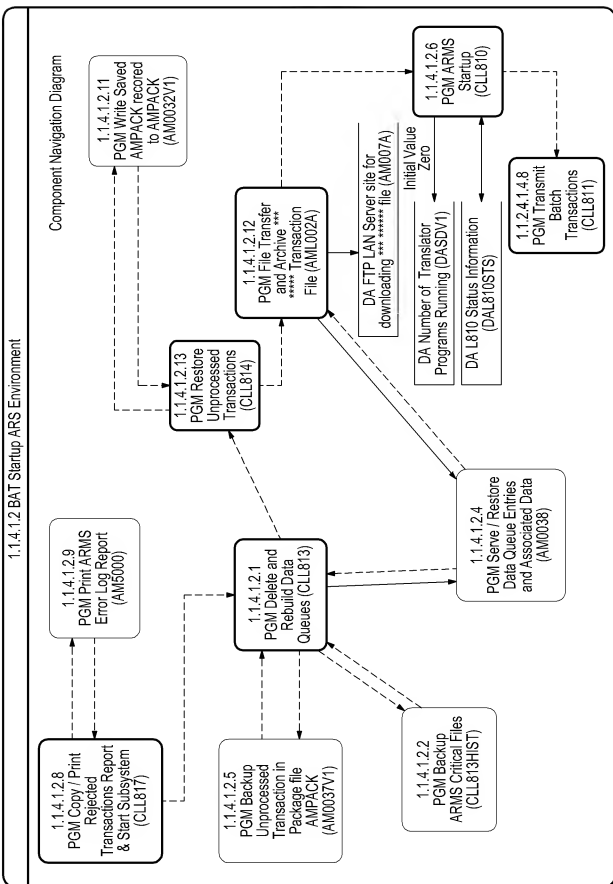


FIG. 51

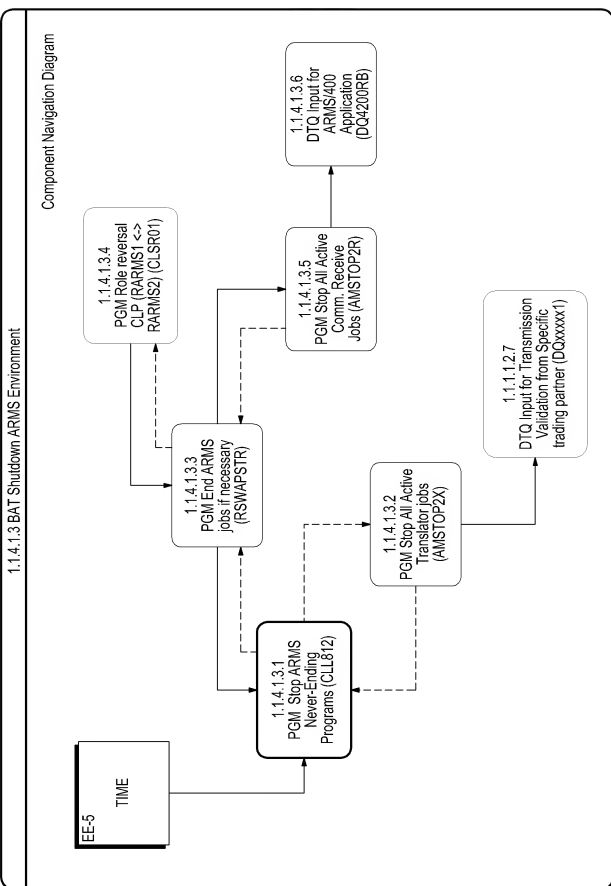


FIG. 52

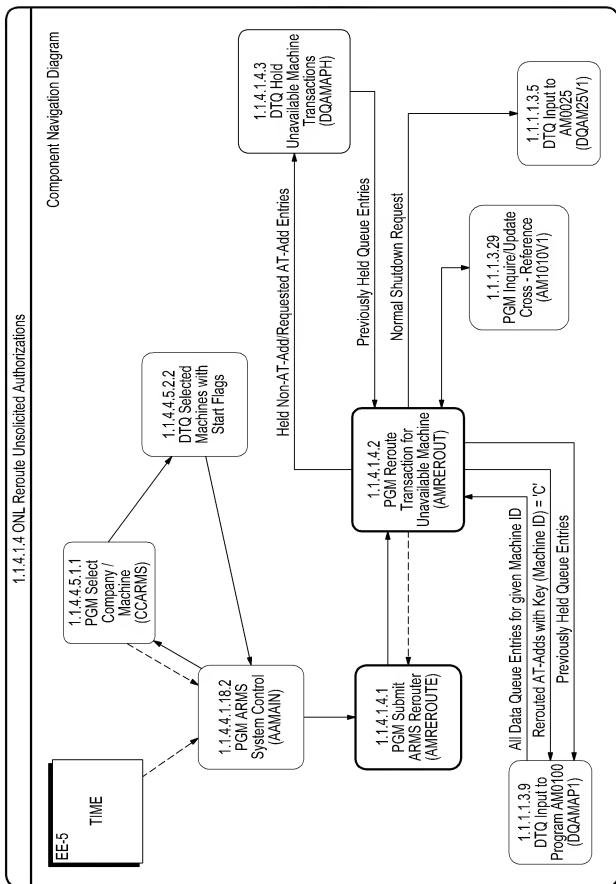


FIG. 53

1.1.4.2 SA Research and Fix Problems

Activity Dependency Diagram

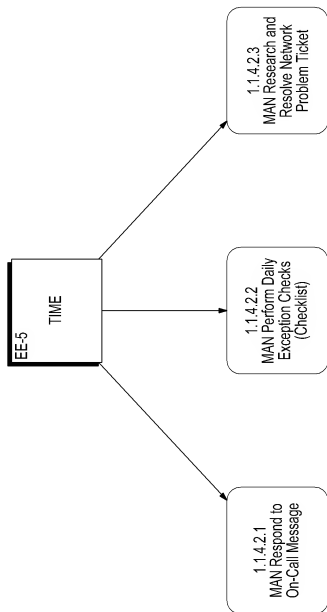


FIG. 54

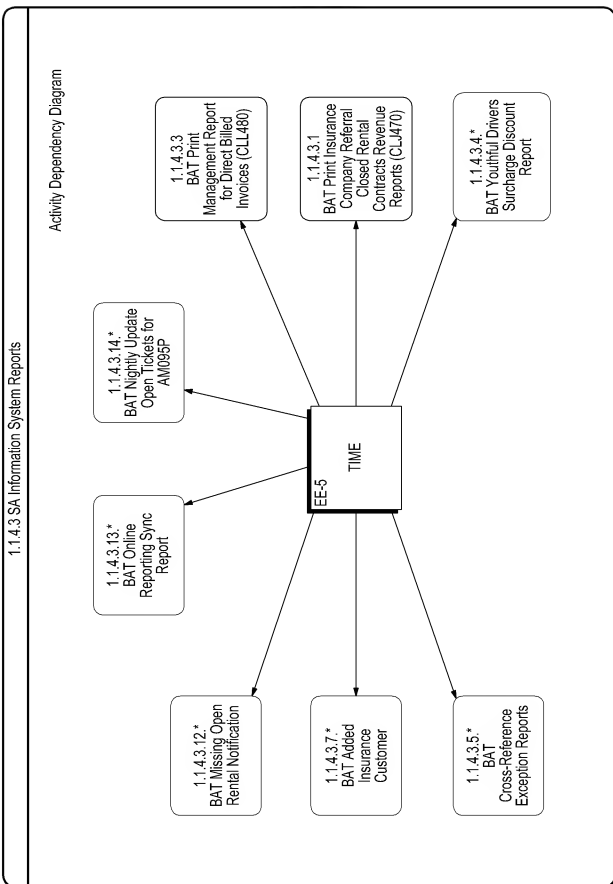


FIG. 55

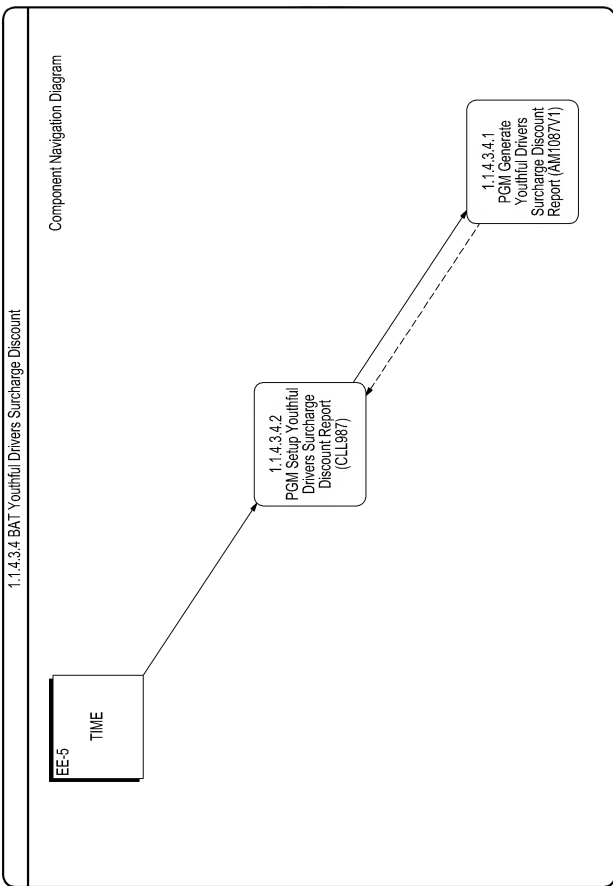


FIG. 56

1.1.4.3.5 BAT Cross-Reference Exception Reports

Component Navigation Diagram

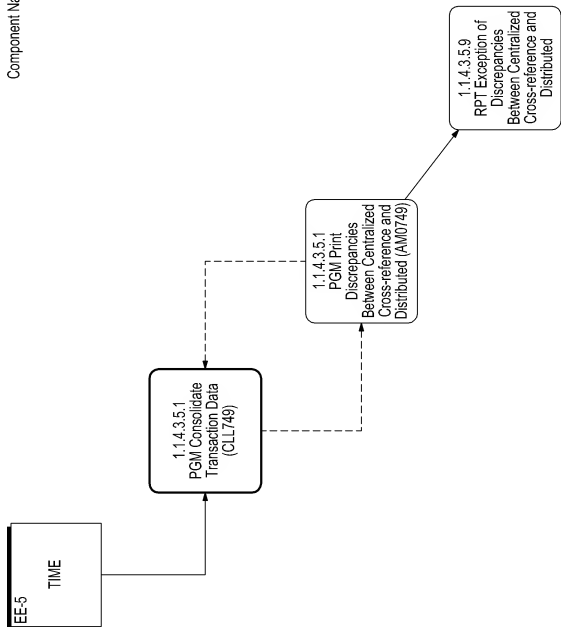


FIG. 57

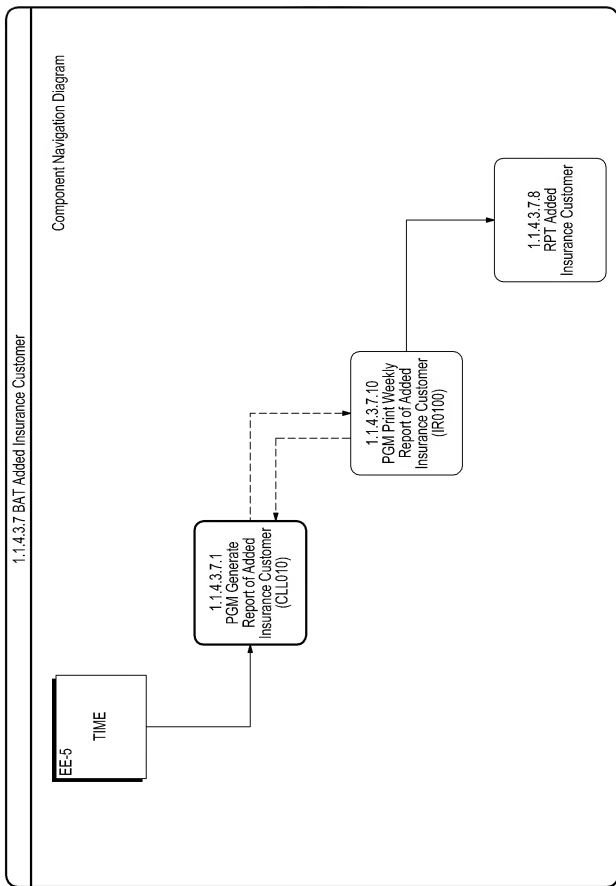


FIG. 58

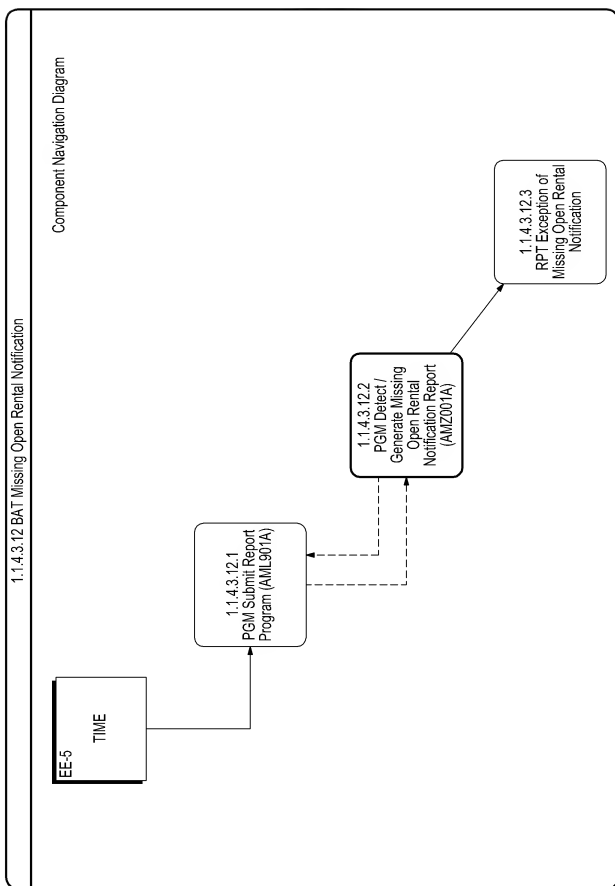


FIG. 59

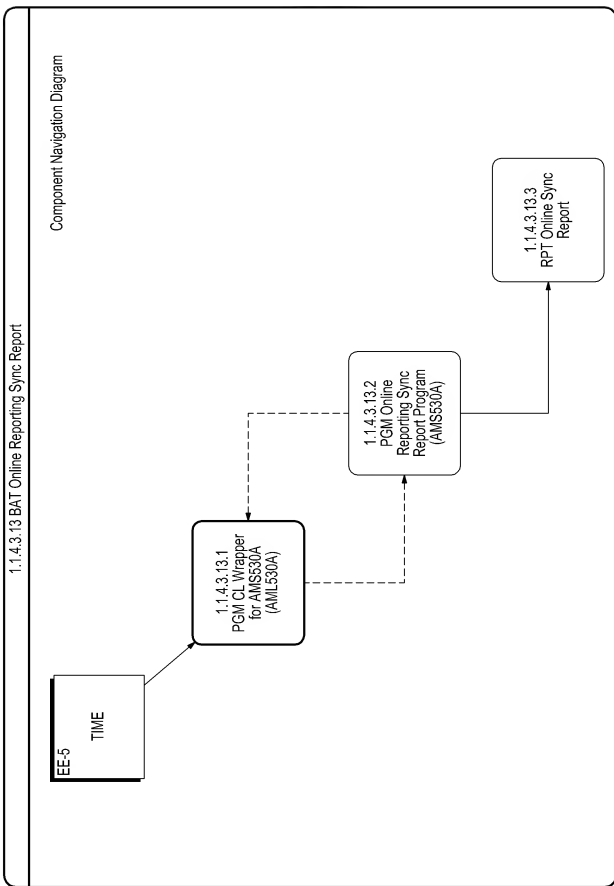


FIG. 60

1.1.4.3.14 BAT Nightly Update Open Tickets for AM095P

Component Navigation Diagram

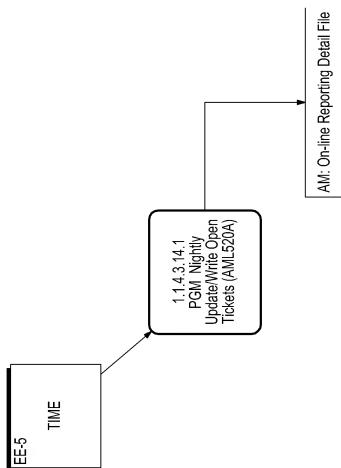


FIG. 61

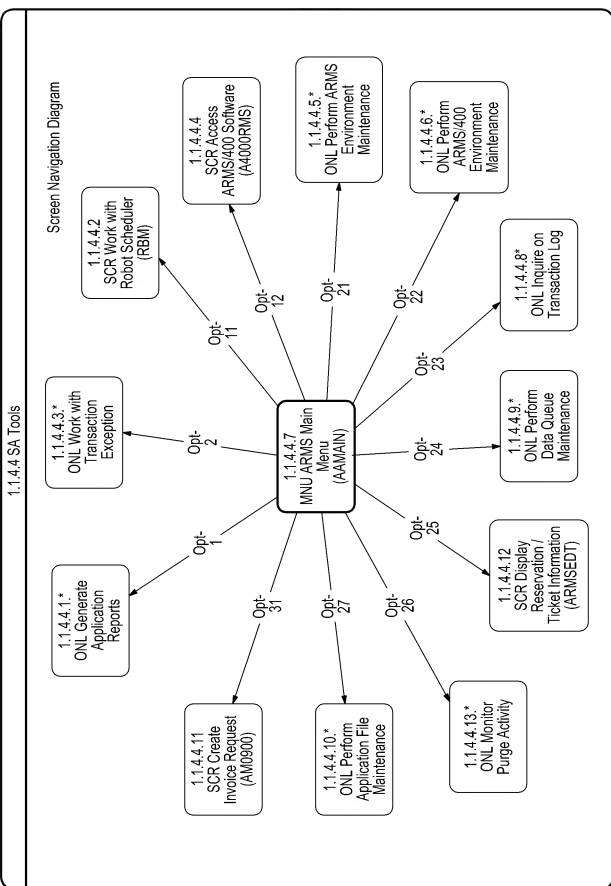


FIG. 62

1.1.4.4.1 ONL Generate Application Reports

Screen Navigation Diagram

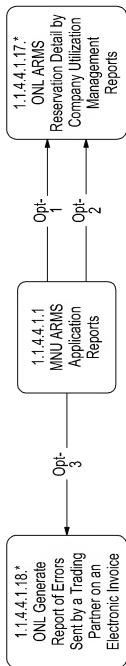


FIG. 63

1.1.4.4.1.17 ONL ARMS Reservation Detail by Company Utilization Management Reports

Activity Modes Diagram

1.1.4.4.1.17.1.*
ONL Utilization
Management Report
for Specific Trading
Partners BCO (Opt-1)

1.1.4.4.1.17.2.*
ONL Utilization
Management Report
for Trading Partners
(Opt-2)

FIG. 64

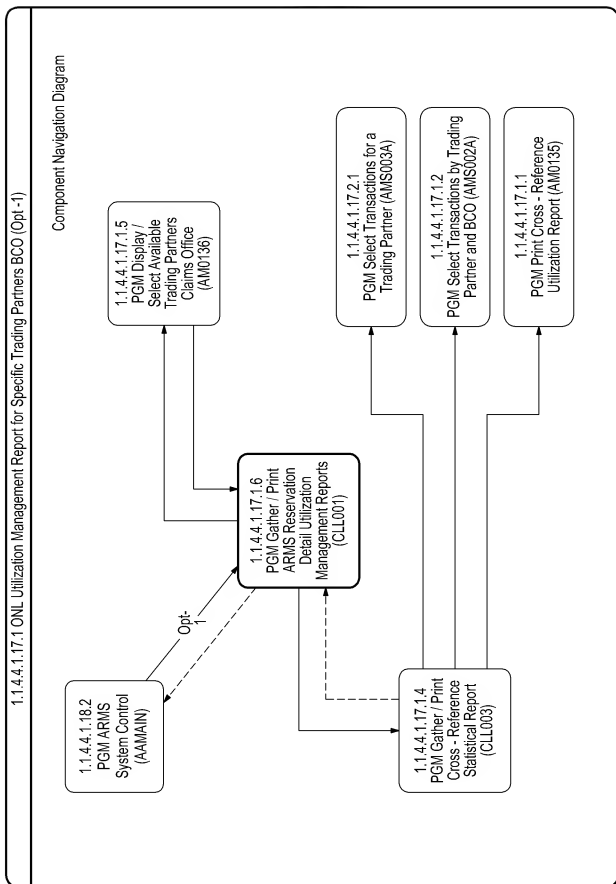


FIG. 65

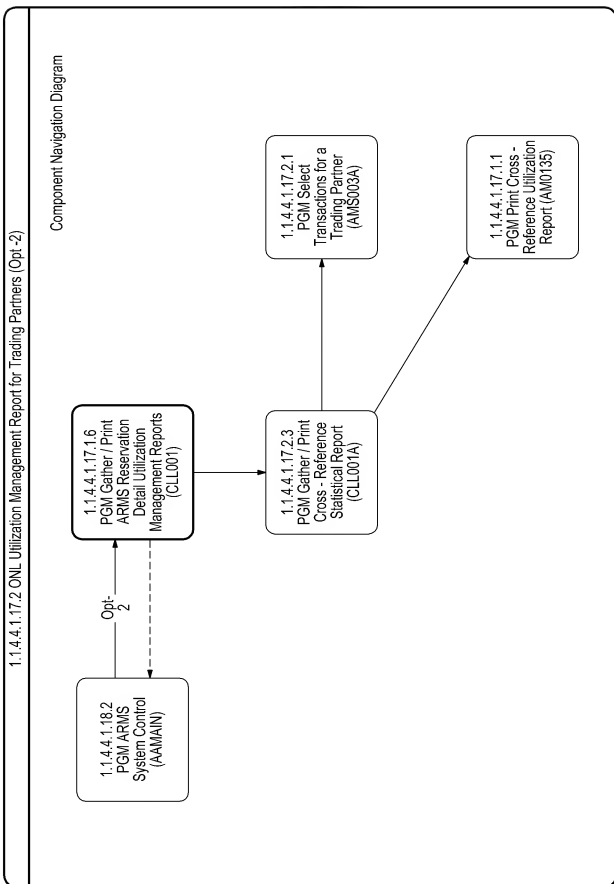


FIG. 66

1.1.4.4.1.18 ONL Generate Report of Errors Sent by a Trading Partner on an Electronic Invoice

Component Navigation Diagram

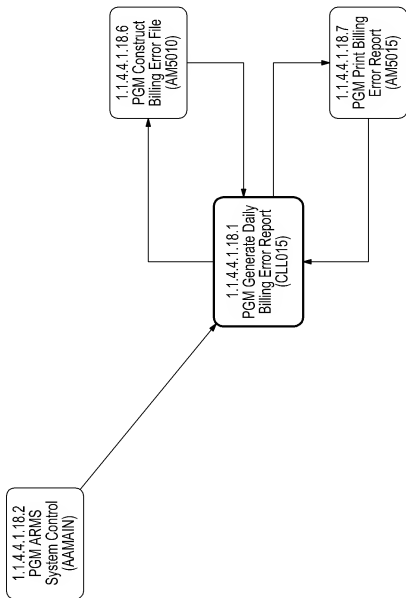


FIG. 67

1.1.4.4.3 ONL Work with Transaction Exception

Screen Navigation Diagram

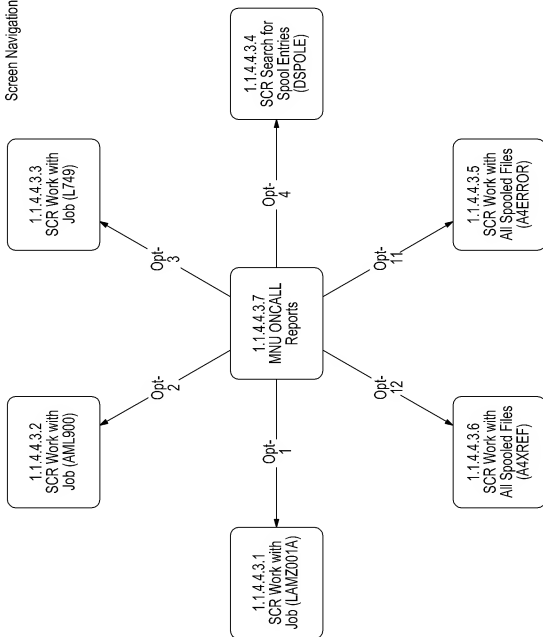


FIG. 68

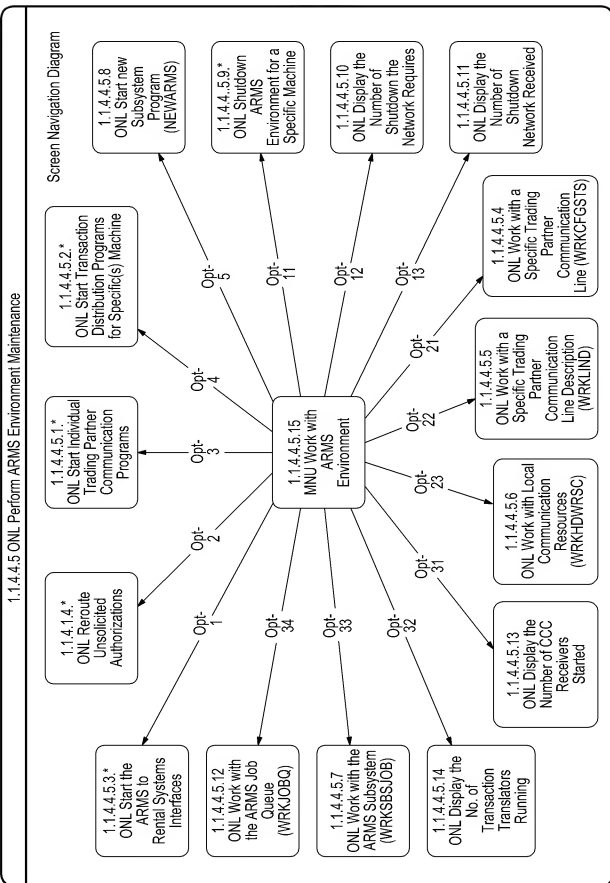


FIG. 69

1.1.4.4.5.1 ONL Start Individual Trading Partner Communication Programs

Component Navigation Diagram

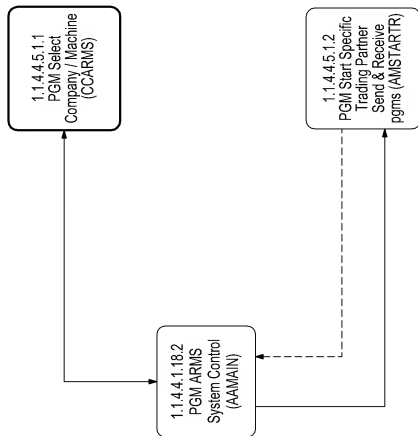


FIG. 70

1.1.4.4.5.2 ONL Start Transaction Distribution Programs for Specific(s) Machine

Component Navigation Diagram

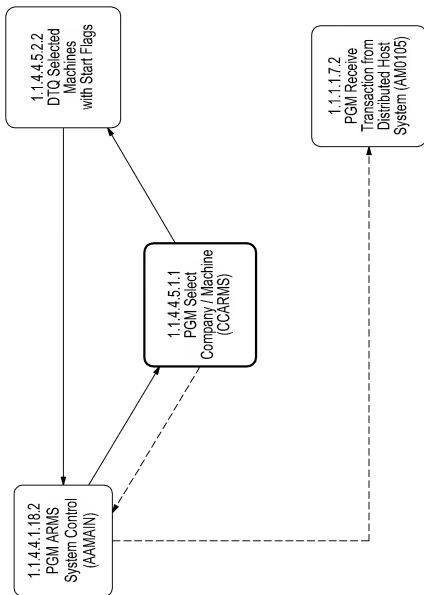


FIG. 71

1.1.4.4.5.3 ONL Start the ARMS to Rental Systems Interfaces

Component Navigation Diagram

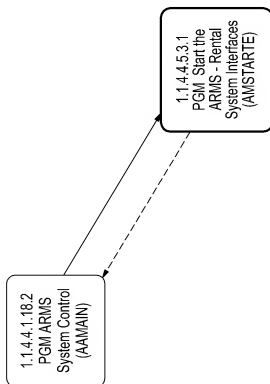


FIG. 72

1.1.4.5.9 ONL Shutdown ARMS Environment for a Specific Machine

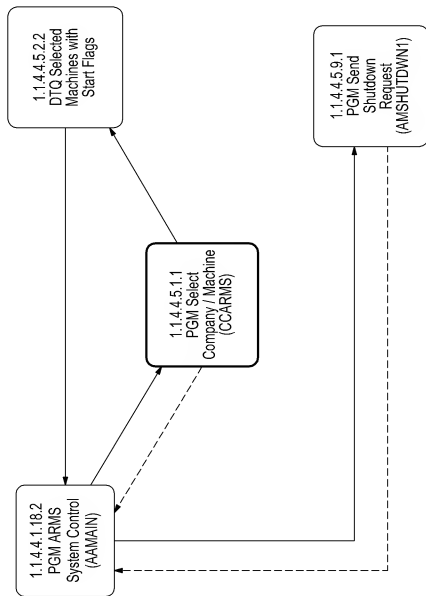


FIG. 73

1.1.4.6 ONL Perform ARMS/400 Environment Maintenance

Screen Navigation Diagram

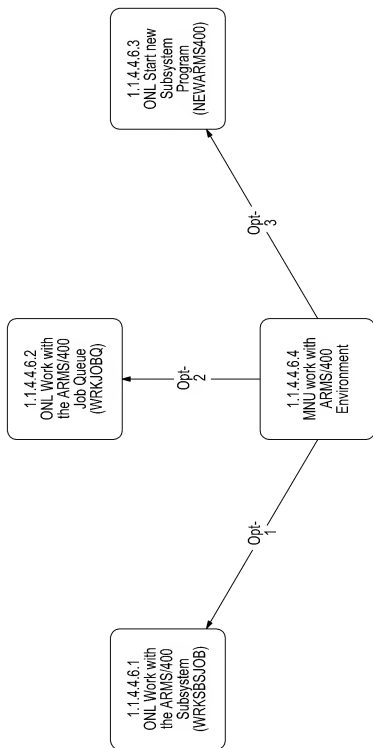


FIG. 74

1.1.4.4.8 ONL Inquire on Transaction Log

Screen Navigation Diagram

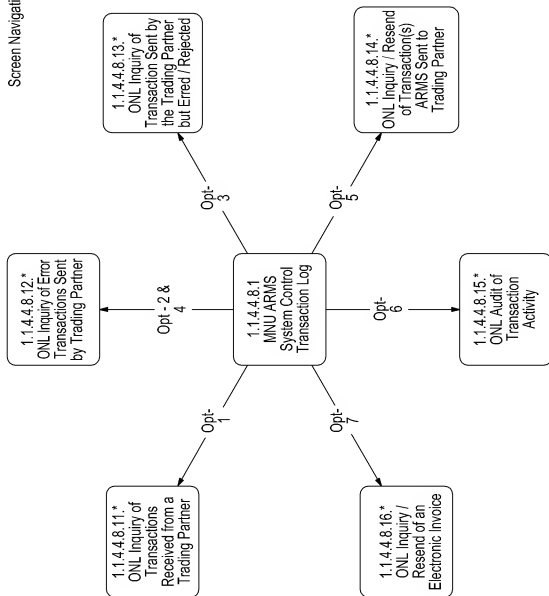


FIG. 75

1.1.4.8.11 ONL Inquiry of Transactions Received from a Trading Partner

Component Navigation Diagram

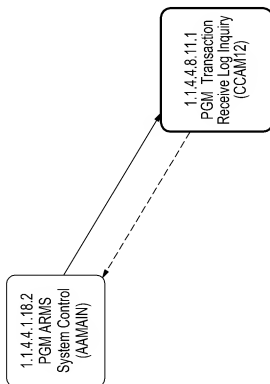


FIG. 76

1.1.4.4.8.12 ONL Inquiry of Error Transactions Sent by Trading Partner

Component Navigation Diagram

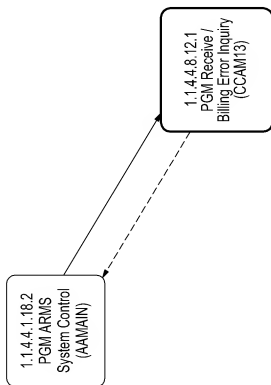


FIG. 77

1.1.4.4.8.13 ONL Inquiry of Transactions Sent by Trading Partner but Erred / Rejected

Component Navigation Diagram

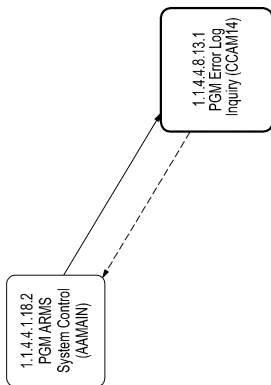


FIG. 78

1.1.4.4.8.14 ONL Inquiry / Resend of Transaction(s) ARMS Sent to Trading Partner

Component Navigation Diagram

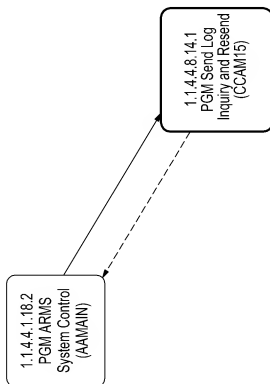


FIG. 79

1.1.4.4.8.15 ONL Audit of Transaction Activity

Component Navigation Diagram

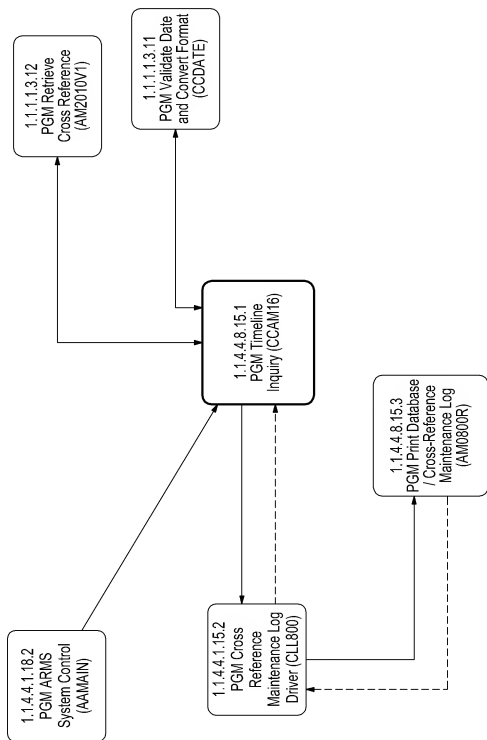


FIG. 80

1.1.4.4.8.16 ONL Inquiry /Resend of an Electronic Invoice

Component Navigation Diagram

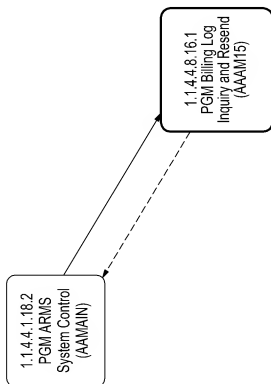


FIG. 81

1.1.4.4.9 ONL Perform Data Queue Maintenance

Screen Navigation Diagram

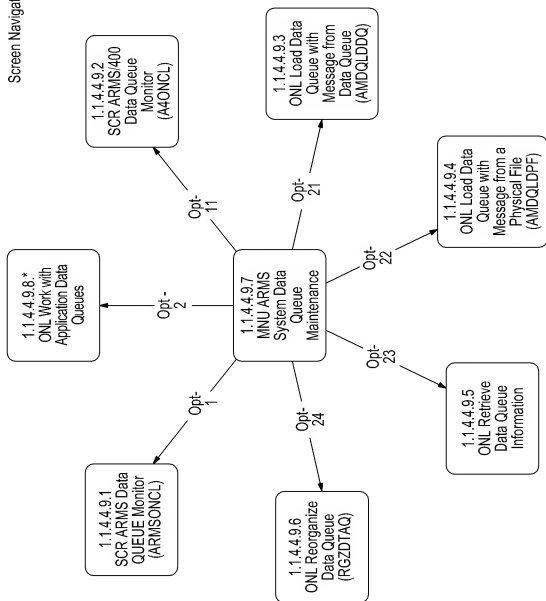


FIG. 82

1.1.4.4.9.8 ONL Work with Application Data Queues

Component Navigation Diagram

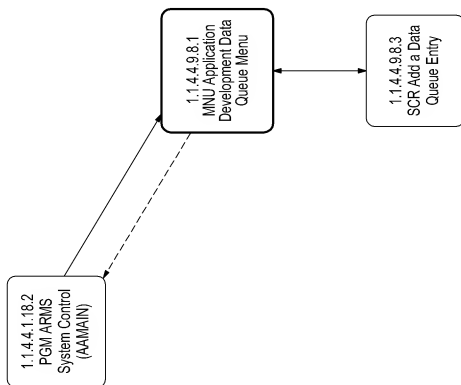


FIG. 83

1.1.4.4.10 ONL Perform Application File Maintenance

Screen Navigation Diagram

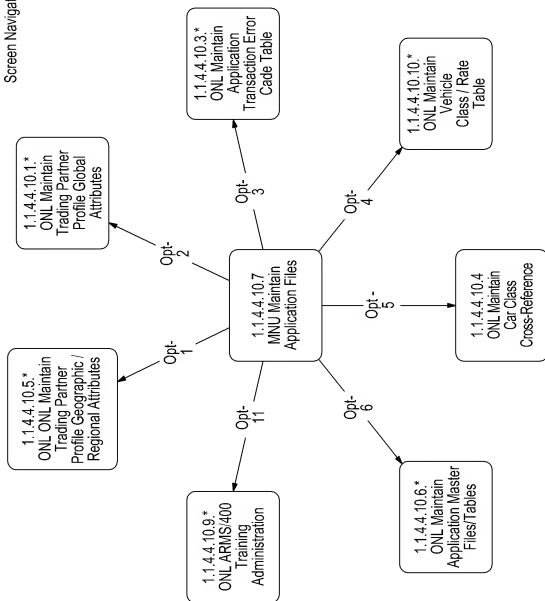


FIG. 84

1.1.4.4.10.1 ONL Maintain Trading Partner Profile Global Attributes

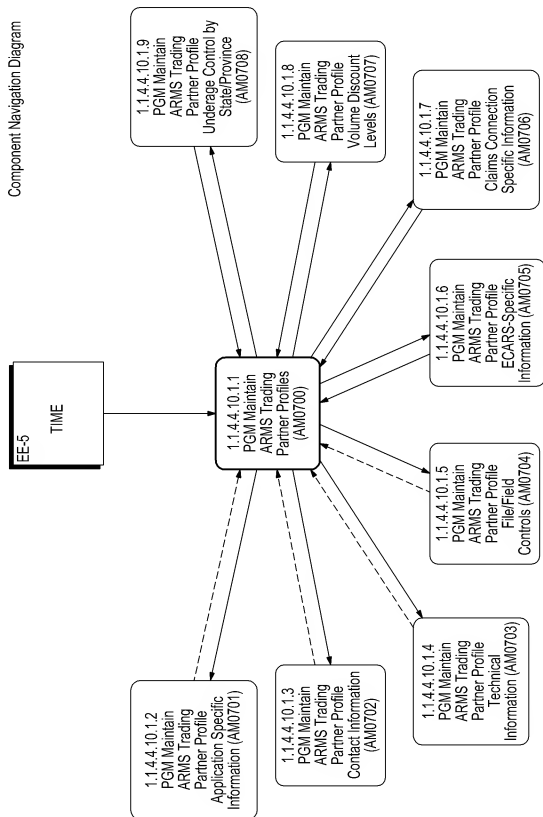


FIG. 85

1.1.4.4.10.3 ONL Maintain Application Transaction Error Code Table

Component Navigation Diagram

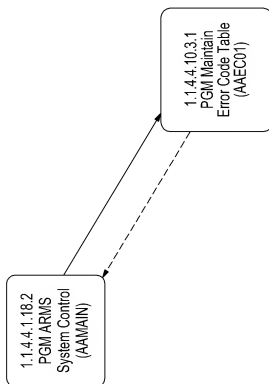


FIG. 86

1.1.4.4.10.5 ONL Maintain Trading Partner Profile Geographic/Regional Attributes

Component Navigation Diagram

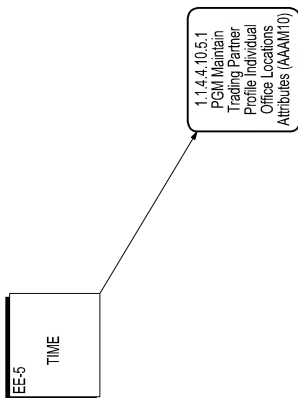


FIG. 87

1.1.4.4.10.6 ONL Maintain Application Master Files/Tables

Component Navigation Diagram

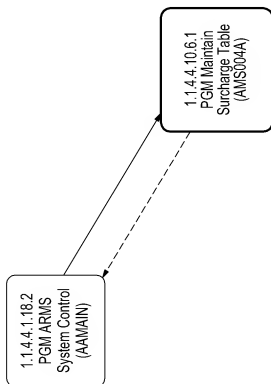


FIG. 88

1.1.4.4.10.9 ONL ARMS/400 Training Administration

Component Navigation Diagram

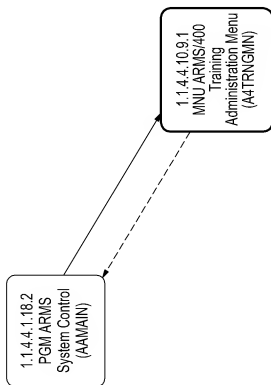


FIG. 89

1.1.4.4.10.10 ONL Maintain Vehicle Class / Rate Table

Component Navigation Diagram

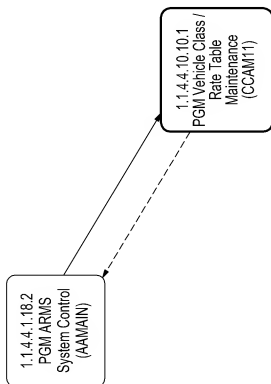


FIG. 90

1.1.4.4.13 ONL Monitor Purge Activity

Screen Navigation Diagram

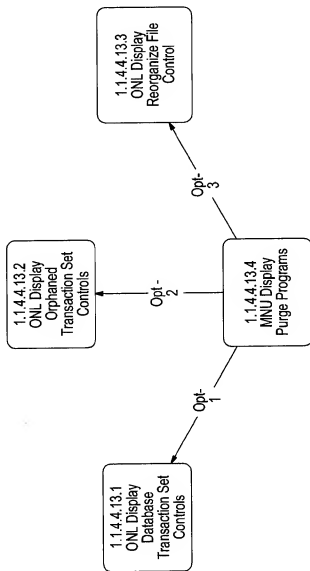


FIG. 91

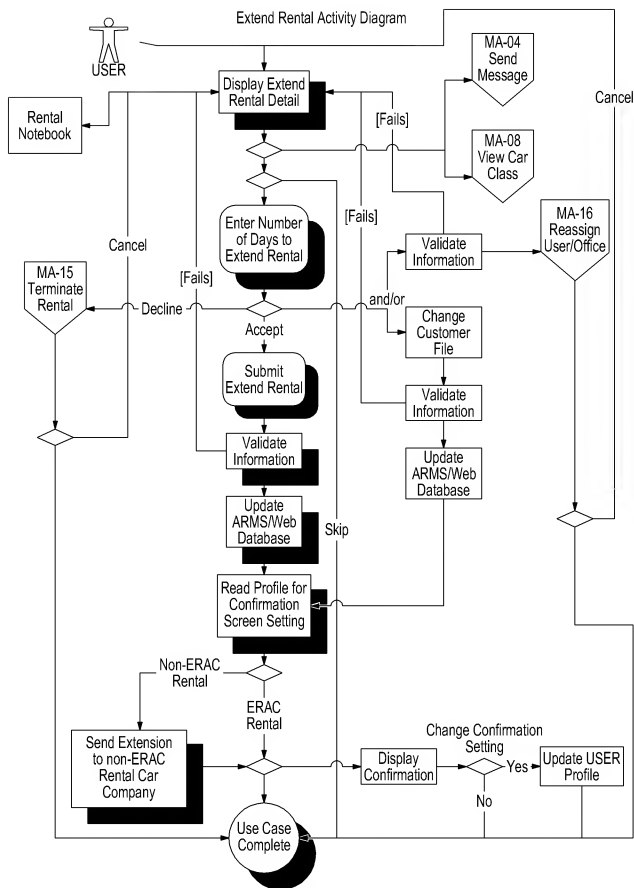


FIG. 92

Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER	action items completed actions reports my profile help
Claims office: 001 Handling for: Self TRANSFER FILE	
You just authorized 3 day at \$29.39/day for Hanks, Tom EXTEND RENTAL: for Bowie, David Claim no. 765849322-001 CUSTOMER FILE	
2 of 4 Action Items	
Extension requested for: <div> <input type="text" value="3"/> additional authorized days @ <input type="text" value="Compact/21.95"/> VIEW CARS Policy Limits <input type="text" value="20/500"/> </div>	
Rental Status* Last Authorized Date: 5/15/00 Rental Start Date: 4/13/00 Days Authorized to Date: 5 days Policy Limits: \$259.00 Charges to Date: \$239.00 Direct Bill %: 100%	
Messages: 5/01/00 Body Shop said waiting for fender from vendor 4/14/00 Body Shop on quote	
Go to Notebook	
LAST DAY PROCESS SKIP >>	

[Change or Add]

RENTER INFORMATION

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Direct Bill %: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Enterprise Rent-A-Car Location:

Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION

Claim Number: 32323232323232323
 Claim Type: Theft
 Insured Name: Lalumandier, Craig
 Owner's vehicle: GMC Suburban 1999
 Date of Loss: 03/28/2000
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600


Repair Location:

Elco Chevrolet
 Chicago, IL 60621
 (773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

(Insurance User)

Welcome to the Automated Rental Management System	
	<div style="display: flex; justify-content: space-between;"> create a RESERVATION find a CUSTOMER </div>
<div style="display: flex; justify-content: space-around;"> action items completed actions reports my profile help </div>	<div style="display: flex; justify-content: space-between;"> Claims office: 001 Handling for: Yourself TRANSFER FILE </div>
<p>You just authorized 3 day at \$29.39/day for Hanks, Tom</p> <p>EXTEND RENTAL: for Bowie, David Claim no. 765849322-001</p> <p style="text-align: center;">CUSTOMER FILE 2 of 4 Action Items</p>	
<p>Extension requested for:</p> <div style="display: flex; align-items: center;"> <input type="checkbox"/> additional authorized days @ <div style="border: 1px solid black; padding: 2px; margin: 0 5px;">Compact/21.95</div> <div style="border: 1px solid black; padding: 2px; margin: 0 5px;">VIEW CARS</div> </div> <p style="text-align: center;">Policy Limits <div style="border: 1px solid black; padding: 2px; margin: 0 5px;">20/500</div></p> <p>Messages: 08/31/00 BSS 2 more days + Waiting on Parts: 08/30/00 Waiting on fender: 08/29/00 Extension requested through 08/30/00: 3 days extension requested: Go to Notebook</p> <p>Current Rental Status* Rental Start Date: 5/15/00 Last Authorized Date: 04/13/00 Authorized to Date: 5 days Charges to Date: \$239.00 Direct Bill %: 100%</p> <p>*Does not include taxes and surcharges</p>	<p>Note to Rental Company:</p> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> <p>Note to Self:</p> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> <p>Rental Location: Enterprise Edgewater Branch 773-334-5400</p> <p>Repair Facility: Elco Chevrolet (773)-334-9832 Owner Vehicle: 1999 GMC Suburban Vehicle Condition: Non-Driveable <input type="checkbox"/> Extend this rental?</p> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> LAST DAY PROCESS SKIP >> </div>

[\[Change or Add\]](#)**RENTER INFORMATION:**

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Direct Bill %: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Rental Location:
 Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 323232323232323
 Claim Type: Theft
 Insured Name: Lalumandier, Craig
 Owner's vehicle: GMC Suburban 1999
 Date of Loss: 03/28/2000
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600

Repair Location:

Elco Chevrolet
 Chicago, IL 60621
 (773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

(Fleet User)

Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
<div>action items completed actions reports my profile help</div> <div>Claims office: 001 Handling for: Yourself TRANSFER FILE</div>	
You just authorized 3 day at \$29.39/day for Hanks, Tom	
EXTEND RENTAL: for Bowie, David Claim no. 765849322-001	
CUSTOMER FILE 2 of 4 Action Items	
<div>Extension requested for:</div> <div> <input type="checkbox"/> additional authorized days @ Compact/21.95 VIEW CARS </div> <div> <div>Policy Limits 20/500</div> <div>Note to Rental Company:</div> </div>	
Messages: 08/31/00 BSS 2 more days + Waiting on Parts: 08/30/00 Waiting on fender: 08/29/00 Extension requested through 08/30/00: 3 days extension requested: Go to Notebook	
Current Rental Status* Rental Start Date: 5/15/00 Last Authorized Date: 04/13/00 Authorized to Date: 5 days Charges to Date: \$239.00	
Rental Location: Enterprise Edgewater Branch 773-334-5400 Repair Facility: Elco Chevrolet (773)-334-9832 Owner Vehicle: 1999 GMC Suburban	
<input type="checkbox"/> Extend this rental? <div> LAST DAY PROCESS SKIP >> </div>	

[\[Change or Add\]](#)**RENTER INFORMATION:**

Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
Days/Rate: 5 days @ \$21.99/day
Current Class: Full-Size
Additional Charges: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 32323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Location:

Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

(Dealership User)

Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
<div>action items completed actions reports my profile help</div> <div>Claims office: 001 Handling for: Yourself TRANSFER FILE</div>	
You just authorized 3 day at \$29.39/day for Hanks, Tom EXTEND RENTAL: for Bowie, David Claim no. 765849322-001 CUSTOMER FILE 2 of 4 Action Items	
Extension requested for: <input type="checkbox"/> additional authorized days @ Compact/21.95 VIEW CARS <div>Policy Limits 20/500</div>	
Messages: 08/31/00 BSS 2 more days + Waiting on Parts: 08/30/00 Waiting on fender: 08/29/00 Extension requested through 08/30/00: 3 days extension requested: Go to Notebook	
Current Rental Status* Rental Start Date: 5/15/00 Last Authorized Date: 04/13/00 Authorized to Date: 5 days Charges to Date: \$239.00	
Note to Rental Company: <div></div>	
Note to Self: <div></div>	
Rental Location: Enterprise Edgewater Branch 773-334-5400	
Repair Facility: Elco Chevrolet (773)-334-9832 Owner Vehicle: 1999 GMC Suburban	
<input type="checkbox"/> Extend this rental?	
<div>*Does not include taxes and surcharges</div> <div> LAST DAY PROCESS SKIP >> </div>	

[Change or Add]**RENTER INFORMATION:**

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Rental Location:
 Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 323232323232323
 Claim Type: Theft
 Insured Name: Lalumandier, Craig
 Owner's vehicle: GMC Suburban 1999
 Date of Loss: 03/28/2000
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600


Repair Location:

Elco Chevrolet
 Chicago, IL 60621
 (773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

(Corporate User)

		Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER	action items	completed actions
		reports	my profile
		help	
Claims office: 001		Handling for: Yourself	
You just authorized 3 day at \$29.39/day for Hanks, Tom		TRANSFER FILE	
EXTEND RENTAL: for Bowie, David Claim no. 765849322-001		2 of 4 Action Items	
CUSTOMER FILE			
Extension requested for:		Note to Rental Company:	
<input type="checkbox"/> additional authorized days @	Compact/21.95	<input type="text"/>	
	VIEW CARS	<input type="text"/>	
Policy Limits	20/500	Note to Self:	
Messages:		<input type="text"/>	
08/31/00 BSS 2 more days + Waiting on Parts:		<input type="text"/>	
08/30/00 Waiting on fender:			
08/29/00 Extension requested through 08/30/00:			
3 days extension requested:		Rental Location:	
Go to Notebook		Enterprise Edgewater Branch	
		773-334-5400	
Current Rental Status*		<input type="checkbox"/> Extend this rental?	
Rental Start Date:	5/15/00		
Last Authorized Date:	04/13/00		
Authorized to Date:	5 days		
Charges to Date:	\$239.00		
*Does not include taxes and surcharges		<input type="checkbox"/> Extend this rental?	
		LAST DAY	
		PROCESS	
		SKIP >>	

[\[Change or Add\]](#)**RENTER INFORMATION:**

Bowie, David
 1735 N. Paulina St.
 Chicago, IL 60622

Home: (773)564-6054
 Work: (773)395-6200
 Email: dbowie@zefer.com
 Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
 Days/Rate: 5 days @ \$21.99/day
 Current Class: Full-Size
 Additional Charges: None
 Rental Date: 03/28/2000
 Start Date: 03/20/2000

Rental Location:
 Enterprise Edgewater Branch
 5400 N. Ashland
 Chicago, IL 60622
 773-334-5400

ADDITIONAL CLAIM INFORMATION:

Corporate Class Number: 3232323232323
 Loss Type: Non-Driveable
 Policy: Daily rate/
 Maximum dollars: 30/600

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
 Note from Enterprise, Sarussi, Marty, 2/21/00
 Extension Request, 2/24/00
 Extension, 2/25/00

New Sheet

Review List Action Items

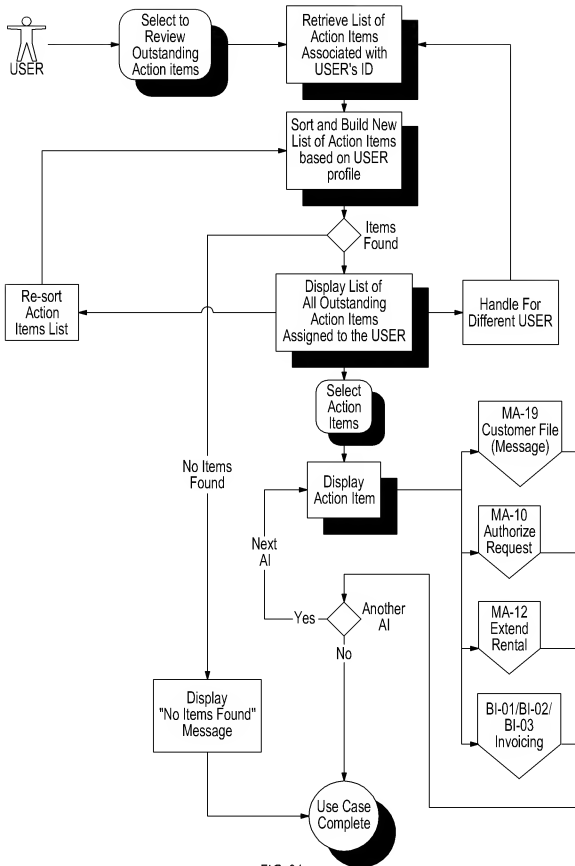



FIG. 94

(ARMS/Web 2.0)



Welcome to the

Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER

action items
completed actions
reports
my profile
help

Claims office: 001 ▼ You are handling for: Yourself ▼

Action Items: Welcome back, Fitzgerald, Neil.

➔ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")


<input checked="" type="checkbox"/> TYPE	<u>DATE RECEIVED</u>	<u>RENTERS NAME</u>	<u>CLAIM NUMBER</u>	<u>ADJUSTER</u>
Direct Bill Request	04-23-00	<u>Hanks, Tom</u>	234589871	Fitzgerald, Neil
Extension	05-01-00	<u>Bowie, David</u>	234587871	Fitzgerald, Neil
Invoice	05-01-00	<u>Weber, Andrew</u>	754589877	Fitzgerald, Neil
Invoice	05-01-00	<u>Crystal, Billy</u>	235469871	Fitzgerald, Neil

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FIG. 95(a)

New Sheet

(Insurance User)



Welcome to the

Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER
action items
completed actions
reports
my profile
help

Claims office: 001
Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

➔ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	<input checked="" type="checkbox"/> TYPE	<u>DATE RECEIVED</u>	<u>RENTERS NAME</u>	<u>CLAIM NUMBER</u>	<u>RENTAL COMPANY</u>	<u>ADJUSTER</u>
⏪	Direct Bill Request	04-23-00	<u>Hanks, Tom</u>	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
<input type="checkbox"/>	Extension	05-01-00	<u>Bowie, David</u>	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	<u>Simpson, Homer</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	<u>Weber, Andrew</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	<u>Crystal, Billy</u>	235469071	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	<u>(5) Invoices</u>		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	<u>(7) Action Items</u>		Enterprise Rent-A-Car	Unassigned

⏪ Over 24 hours old


☐ New information has come in

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FIG. 95(b)

New Sheet

(Fleet User)



Welcome to the

Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER
action items
completed actions
reports
my profile
help

Claims office: 001
Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

➔ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	<input checked="" type="checkbox"/> TYPE	<u>DATE RECEIVED</u>	<u>RENTERS NAME</u>	<u>CLAIM NUMBER</u>	<u>RENTAL COMPANY</u>	<u>ADJUSTER</u>
⏪	Direct Bill Request	04-23-00	<u>Hanks, Tom</u>	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
<input type="checkbox"/>	Extension	05-01-00	<u>Bowie, David</u>	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	<u>Simpson, Homer</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	<u>Weber, Andrew</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	<u>Crystal, Billy</u>	235469071	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	<u>(5) Invoices</u>		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	<u>(7) Action Items</u>		Enterprise Rent-A-Car	Unassigned

⏪ Over 24 hours old


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FIG. 95(c)

New Sheet

(Dealership User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001
Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

<input checked="" type="checkbox"/>	TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
4	Direct Bill Request	04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
1	Extension	05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned


4 Over 24 hours old

☐ New information has come in

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FIG. 95(d)

(Corporate User)



Welcome to the

Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER
action items
completed actions
reports
my profile
help

Claims office: 001
Handling for: Yourself

Action Items: Welcome back, Fitzgerald, Neil.

➔ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")

	<input checked="" type="checkbox"/> TYPE	DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
⏪	Direct Bill Request	04-23-00	<u>Hanks, Tom</u>	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
<input type="checkbox"/>	Extension	05-01-00	<u>Bowie, David</u>	234587871	HLE Rent-A-Car	Fitzgerald, Neil
	Message	05-01-00	<u>Simpson, Homer</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Invoice	05-01-00	<u>Weber, Andrew</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
	Returned Invoice	05-01-00	<u>Crystal, Billy</u>	235469071	Rent-A-Wreck	Fitzgerald, Neil
	Payment List	06-15-00	<u>(5) Invoices</u>		Car Temps	Fitzgerald, Neil
	Unassigned Items	06-15-00	<u>(7) Action Items</u>		Enterprise Rent-A-Car	Unassigned

⏪ Over 24 hours old

☐ New information has come in

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FIG. 95(e)

New Sheet

Assign An Action Item Diagram

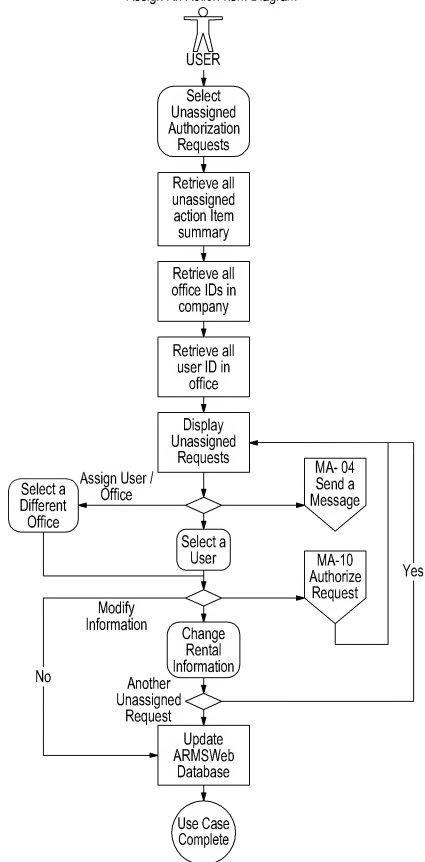
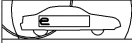


FIG. 96

		Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER	action items	completed actions
		reports	my profile
		help	
Claims office: 001		Handling for: Yourself	
You just approved an invoice for Crystal, Billy Total Amount \$536.13			
Action Items: UNASSIGNED			
<hr/>			
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212	DIRECT BILL REQUEST Claim Number: 754589877 Vehicle Condition: Select a Loss Type Claim Type: Select a Claim Type Date of Loss: January 1 2000 Note to Enterprise:		① Assign to Office 001 ② Assign Adjuster Unassigned -or- ③ Cancel this item
<hr/>			
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212	DIRECT BILL REQUEST Claim Number: 754589877 Vehicle Condition: Select a Loss Type Claim Type: Select a Claim Type Date of Loss: January 1 2000 Note to Enterprise:		① Assign to Office 001 ② Assign Adjuster Unassigned -or- ③ Cancel this item
<hr/>			
PREVIOUS		PROCESS	

(Insurance User)

Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER	action items completed actions reports my profile help
Claims office: 001 Handling for: Yourself	
You just approved an invoice for Crystal, Billy Total Amount \$536.13 Action Items: UNASSIGNED	
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	DIRECT BILL REQUEST Claim Number: 754589877 Vehicle Condition: Select a Loss Type Claim Type: Select a Claim Type Date of Loss: January 1 2000 Note to Rental Company:
	① Assign to Office 001 ② Assign Adjuster Unassigned -or- ③ Cancel this item
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	DIRECT BILL REQUEST Claim Number: 754589877 Vehicle Condition: Select a Loss Type Claim Type: Select a Claim Type Date of Loss: January 1 2000 Note to Rental Company:
	① Assign to Office 001 ② Assign Adjuster Unassigned -or- ③ Cancel this item

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FIG. 97(b)

(Insurance Fleet)

Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items completed actions reports my profile help	
Claims office: 001	Handling for: Yourself
You just approved an invoice for <u>Crystal, Billy</u> Total Amount \$536.13 Action Items: UNASSIGNED	
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	DIRECT BILL REQUEST Claim Number: 754589877 Protection Coverage: <input type="text"/> Claim Type: <input type="text"/> Date of Loss: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Note to Rental Company: <input type="text"/>
	① Assign to Office <input type="text"/> 001 <input type="text"/> ② Assign Administrator <input type="text"/> Unassigned <input type="text"/> -or- ③ Cancel this item
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	DIRECT BILL REQUEST Claim Number: 754589877 Protection Coverage: <input type="text"/> Claim Type: <input type="text"/> Date of Loss: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Note to Rental Company: <input type="text"/>
	① Assign to Office <input type="text"/> 001 <input type="text"/> ② Assign Administrator <input type="text"/> Unassigned <input type="text"/> -or- ③ Cancel this item

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FIG. 97(c)


(Dealership User)

Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER	action items completed actions reports my profile help
Claims office: 001 Handling for: Yourself	
You just approved an invoice for Crystal, Billy Total Amount \$536.13 Action Items: UNASSIGNED	
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	DIRECT BILL REQUEST Purchase Order No: 754589877 Bill Type: <input type="text"/> Date of Loss: January 1 2000 Note to Rental Company: <input type="text"/> ① Assign to Office 001 ② Assign Administrator -or- Unassigned ③ Cancel this item
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400	DIRECT BILL REQUEST Purchase Order No: 754589877 Bill Type: <input type="text"/> Date of Loss: January 1 2000 Note to Rental Company: <input type="text"/> ① Assign to Office 001 ② Assign Administrator -or- Unassigned ③ Cancel this item

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[PROCESS](#)
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FIG. 97(d)

(Corporate User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 001			Handling for: Yourself			
<p>You just approved an invoice for Crystal, Billy</p> <p>Total Amount \$536.13</p> <p>Action Items: UNASSIGNED</p>						
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400		DIRECT BILL REQUEST Corporate Class No: <input type="text" value="754589877"/> Note to Rental Company: <input type="text"/>		① Assign to Office <input type="text" value="001"/> ② Assign Administrator <input type="text" value="Unassigned"/> -or- ③ Cancel this item		
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212 Rental Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400		DIRECT BILL REQUEST Corporate Class No: <input type="text" value="754589877"/> Note to Rental Company: <input type="text"/>		① Assign to Office <input type="text" value="001"/> ② Assign Administrator <input type="text" value="Unassigned"/> -or- ③ Cancel this item		

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FIG. 97(e)

View Car Class Activity Diagram

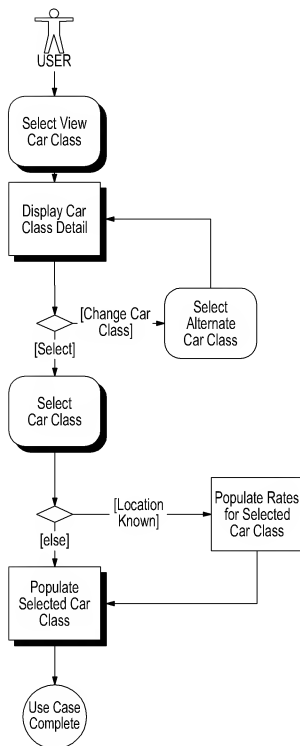


FIG. 98

(ARMS/Web 2.0)

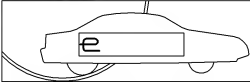


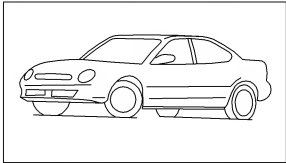

	<h2>View Car Classes</h2>
<div data-bbox="207 461 414 497"> <h3>Compact Class</h3> </div> <div data-bbox="168 565 443 658"> <p>Dodge Neon or similar</p> <p>Power Steering and Brakes. Air Conditioning. AM/FM Stereo.</p> </div> <div data-bbox="181 680 353 736"> <p>  = 4  = 2 </p> </div> <div data-bbox="476 517 837 719">  </div> <div data-bbox="145 784 722 809"> <p> Economy Compact Intermediate Standard Full Size Premium </p> </div> <div data-bbox="262 822 298 842">  </div> <div data-bbox="150 879 267 902"> <p><< PREVIOUS</p> </div> <div data-bbox="808 879 925 902"> <p>CONTINUE >></p> </div>	

FIG. 99(a)

(ARMS/Web 3.0)

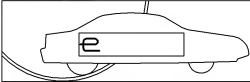


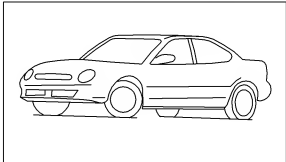

	<h2>View Car Classes</h2>
<div data-bbox="207 461 414 497"> <h3>Compact Class</h3> </div> <div data-bbox="168 565 366 590"> <p>Dodge Neon or similar</p> </div> <div data-bbox="167 607 443 658"> <p>Power Steering and Brakes. Air Conditioning. AM/FM Stereo.</p> </div> <div data-bbox="181 680 237 736">  = 4 </div> <div data-bbox="277 692 354 725">  = 2 </div> <div data-bbox="472 489 670 514"> <p>Enterprise Rent-A-Car</p> </div> <div data-bbox="476 517 837 718">  </div> <div data-bbox="145 784 723 809"> <p> Economy Compact Intermediate Standard Full Size Premium </p> </div> <div data-bbox="262 822 299 842">  </div> <div data-bbox="150 879 268 902"> <p><< PREVIOUS</p> </div> <div data-bbox="808 879 926 902"> <p>CONTINUE >></p> </div>	

FIG. 99(b)

New Sheet

Authorize A Request Activity Diagram

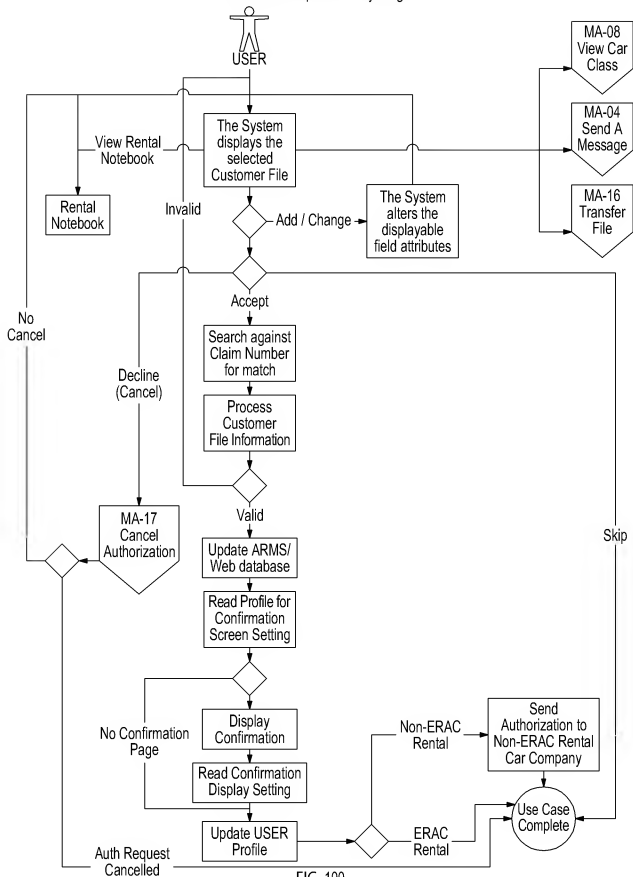



FIG. 100

(ARMS/Web 2.0)

		Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER	action items	completed actions
		reports	my profile
		help	
Claims office: 001 You are handling for: Yourself		TRANSFER FILE	
Authorize Direct Bill: for Hanks, Tom Claim no. 765849322-001		1 of 4 Action Items	
CUSTOMER FILE			
Direct Bill Requested for:		Note to Enterprise:	
<input type="checkbox"/> days @ <input type="text" value="Compact/21.95"/>		<input type="text"/>	
Policy: Daily rate/ Maximum dollars <input type="text" value="20/500"/>		Note to Self Only:	
		<input type="text"/>	
Claim Number: <input type="text" value="765849322-001"/>			
Claim Type: <input type="text" value="Select a Claim Type"/>			
Loss Type: <input type="text" value="Select a Loss Type"/>			
mm dd yy			
Date of Loss: <input type="text"/> <input type="text"/> <input type="text"/>			
mm dd yy			
Date Rental Needed: <input type="text"/> <input type="text"/> <input type="text"/>			
Insured Name: Last <input type="text"/> First <input type="text"/>			
Message: Direct Bill request for Hanks: Tom 4/23/00			
Go to Notebook		<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>	

[\[Change or Add\]](#)**RENTER INFORMATION:**

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:

Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Type of Loss: Non-Driveable

Repair Facility:

Elco Chevrolet
22 Elston Dr.
Chicago, IL 60621
(773)334-9832

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00

➤ [top of page](#)

(Insurance User)

Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items completed actions reports my profile help	
Claims office: 001 Handling for: Yourself TRANSFER FILE	
Authorize Direct Bill: for Hanks, Tom Claim no. 765849322-001 CUSTOMER FILE	
1 of 4 Action Items	
Direct Bill Requested for: Claim Number: <input type="text" value="765849322-001"/> Claim Type: <input type="text" value="Select a Claim Type"/>	
<input type="text"/> days @ <input type="text" value="Compact/21.95"/> VIEW CARS	Note to Rental Company: <input type="text"/>
Policy: Daily rate/ Maximum dollars <input type="text" value="20/500"/>	
Direct Bill%: <input type="text" value="100"/>	
Vehicle Condition: <input type="text" value="Select a Condition"/>	
Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>	
Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>	
Insured Name: Last <input type="text"/> First <input type="text"/>	
Message: Direct Bill request for Hanks, Tom 4/23/00	
Go to Notebook	
<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>	

[\[Change or Add\]](#)**RENTER INFORMATION:**

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00

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(Fleet User)

Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER	action items completed actions reports my profile help
Claims office: 001 Handling for: Yourself TRANSFER FILE	
Authorize Direct Bill: for Hanks, Tom Claim no. 765849322-001 CUSTOMER FILE	
1 of 4 Action Items	
Direct Bill Requested for: Claim Number: <input type="text" value="765849322-001"/> Claim Type: <input type="text" value="Select a Claim Type"/>	
<input type="text"/> days @ <input type="text" value="Compact/21.95"/> VIEW CARS	Note to Rental Company: <input type="text"/>
Policy: Daily rate/ Maximum dollars <input type="text" value="20/500"/>	
Protection Coverage: <input type="text"/>	
Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/>	
Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/>	
Insured Name: Last <input type="text"/> First <input type="text"/>	
Message: Direct Bill request for Hanks, Tom 4/23/00	
Go to Notebook	
<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>	

[\[Change or Add\]](#)**RENTER INFORMATION:**

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400


NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00

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New Sheet

(Dealership User)



Welcome to the
Automated Rental Management System

[create a RESERVATION](#)
[find a CUSTOMER](#)

[action items](#)
[completed actions](#)
[reports](#)
[my profile](#)
[help](#)

Office: 001 Handling for: Yourself **TRANSFER FILE**

Authorize Direct Bill: for Hanks, Tom Purchase Order No. 765849322-001

CUSTOMER FILE 1 of 4 Action Items

Direct Bill Requested for: **Purchase Order No:** Bill Type:

days @ [VIEW CARS](#)

Note to Rental Company:

Date of Loss:

Date Rental Needed:

Insured Name: Last First

Message: Direct Bill request for Hanks, Tom 4/23/00

Go to [Notebook](#)

[\[Change or Add\]](#)

RENTER INFORMATION:

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00

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FIG. 101(d)

(Corporate User)

Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items	completed actions
reports	my profile
help	TRANSFER FILE
Office: 001	Handling for: Yourself
Authorize Direct Bill: for Hanks, Tom Corporate Class No. 765849322-001 CUSTOMER FILE	
1 of 4 Action Items	
Direct Bill Requested for: Corporate Class No: <input type="text" value="765849322-001"/>	
<input type="checkbox"/> days @ <input type="text" value="Compact/21.95"/> VIEW CARS	Note to Rental Company: <input type="text"/>
Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/>	
Message: Direct Bill request for Hanks, Tom 4/23/00	
Go to Notebook	<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>

[\[Change or Add\]](#)**RENTER INFORMATION:**

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: thanks@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Rental Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

NOTEBOOK:

Direct Bill request for Hanks, Tom 4/23/00

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Create Reservation Activity Diagram

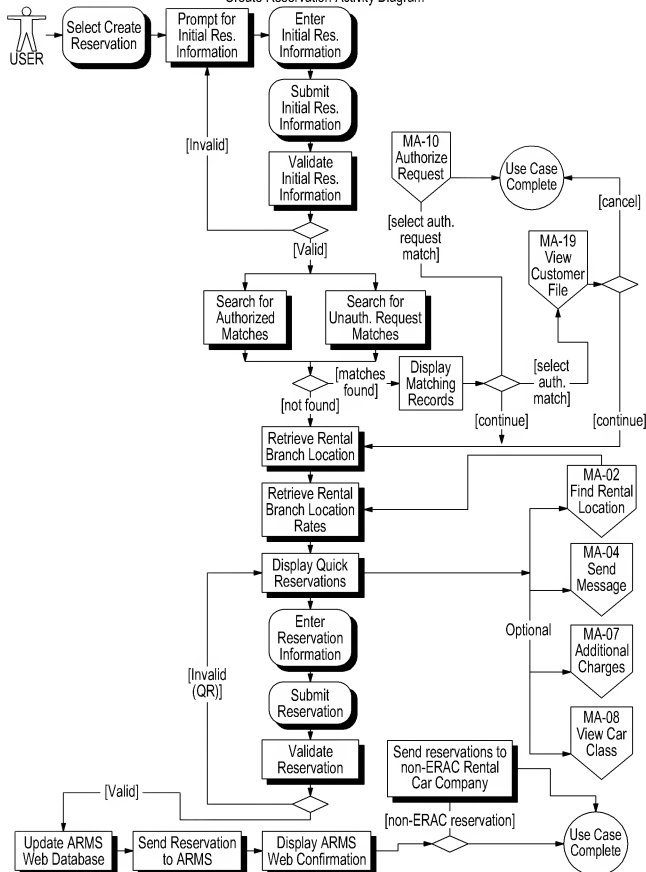



FIG. 102

New Sheet

(ARMS Web 2.0)



Welcome to the Automated Rental Management System

[create a RESERVATION](#) [find a CUSTOMER](#)

last name:

first name:

claim number:

claim type: please choose

please post code where car is needed:

☐ Phone
☐ Post Code

NEW RESERVATION

[action items](#)
[completed actions](#)
[reports](#)
[my profile](#)
[help](#)

Claims office: ▼
 Handling for: ▼

Welcome back, Fitzgerald, Neil.

⚙ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method (ex: to sort by date, click "DATE RECEIVED")


DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	ADJUSTER
04-23-00	<u>Hanks, Tom</u>	234589871	Fitzgerald, Neil
05-01-00	<u>Bowie, David</u>	234587871	Fitzgerald, Neil
05-01-00	<u>Simpson, Homer</u>	754589877	Fitzgerald, Neil
05-01-00	<u>Weber, Andrew</u>	754589877	Fitzgerald, Neil
05-01-00	<u>Crystal, Billy</u>	235469071	Fitzgerald, Neil
06-15-00	<u>(5) Invoices</u>		Fitzgerald, Neil
06-15-00	<u>(7) Action Items</u>		Unassigned

☐ New information has come in.

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FIG. 103(a)

(Insurance User)



Welcome to the

Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER
action items
completed actions
reports
my profile
help

last name:

first name:

claim number:

claim type: please choose

rental company: please choose

please post code where car is needed:

☐ Phone

☐ Post Code

NEW RESERVATION

Claims office: 001 Handling for: Yourself

Welcome back, Fitzgerald, Neil.

➔ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method
(ex: to sort by date, click "DATE RECEIVED")


DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADJUSTER
04-23-00	<u>Hanks, Tom</u>	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	<u>Bowie, David</u>	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	<u>Simpson, Homer</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	<u>Weber, Andrew</u>	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	<u>Crystal, Billy</u>	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	<u>(5) Invoices</u>		Car Temps	Fitzgerald, Neil
06-15-00	<u>(7) Action Items</u>		Enterprise Rent-A-Car	Unassigned

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FIG. 103(b)

New Sheet

(Fleet User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001

Handling for: Yourself

last name

first name

claim number:

claim type:

please choose

rental company:

please choose

please post code where car is needed:

☐ Phone
 ☐ Post Code

NEW RESERVATION

Welcome back, Fitzgerald, Neil.

Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method (ex: to sort by date, click "DATE RECEIVED")


DATE RECEIVED	RENTERS NAME	CLAIM NUMBER	RENTAL COMPANY	ADMINISTRATOR
04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

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FIG. 103(c)

New Sheet

(Dealership User)



Welcome to the Automated Rental Management System

[create a RESERVATION](#)
[find a CUSTOMER](#)

[action items](#)
[completed actions](#)
[reports](#)
[my profile](#)
[help](#)

Claims office:
Handling for:

Welcome back, Fitzgerald, Neil.

➔ Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method (ex: to sort by date, click "DATE RECEIVED")

		DATE RECEIVED	RENTERS NAME	PURCHASE ORDER NUMBER	RENTAL COMPANY	ADMINISTRATOR
		04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
		05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
		05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
		05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
		05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
		06-15-00	<u>(5) Invoices</u>		Car Temps	Fitzgerald, Neil
		06-15-00	<u>(7) Action Items</u>		Enterprise Rent-A-Car	Unassigned

bill type:

rental company:

please post code where car is needed:


☐ Phone
☐ Post Code

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FIG. 103(d)

New Sheet

(Corporate User)



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims office:

001

Handling for:

Yourself

last name

first name

corporate class number

rental company:

please choose

please post code where car is needed:

Phone

Post Code

NEW RESERVATION

Welcome back, Fitzgerald, Neil.

Below please find the action items that require your attention.

To sort the Action Items, click the column title of your chosen sorting method (ex: to sort by date, click "DATE RECEIVED")


DATE RECEIVED	RENTERS NAME	CORPORATE CLASS NUMBER	RENTAL COMPANY	ADMINISTRATOR
04-23-00	Hanks, Tom	234589871	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Bowie, David	234587871	HLE Rent-A-Car	Fitzgerald, Neil
05-01-00	Simpson, Homer	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Weber, Andrew	754589877	Enterprise Rent-A-Car	Fitzgerald, Neil
05-01-00	Crystal, Billy	235469071	Rent-A-Wreck	Fitzgerald, Neil
06-15-00	(5) Invoices		Car Temps	Fitzgerald, Neil
06-15-00	(7) Action Items		Enterprise Rent-A-Car	Unassigned

1 New information has come in.

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FIG. 103(e)

(ARMS Web 2.0)


		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 001 Handling for: Self						
Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.						
Matches Found: You requested a reservation for: Hanks, Tom Claim Number: 765849322 Claim Type: Claimant						
NEW RESERVATION						
AUTHORIZED						
Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount		
765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95		
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98		
25 items in the list			Matches 1-25 of 325		View next 25>>	
UNAUTHORIZED						
Claim No.	Customer Name	Status	Date Rental Needed			
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000			
888234213	Jones, Bob	Open (customer in car)	4/18/2000			
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000			
25 items in the list			Matches 1-25 of 325		View next 25>>	

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NEW RESERVATION


(Insurance User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001		Handling for: Yourself		
<p>Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.</p> <p>Matches Found: You requested a reservation for: Hanks, Tom Claim Number: 765849322 Claim Type: Claimant</p>						
NEW RESERVATION						
AUTHORIZED						
Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company	
765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95	Enterprise Rent-A-Car	
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98	HLE Rent-A-Car	
25 items in the list				Matches 1-25 of 325		View next 25>>
UNAUTHORIZED						
Claim No.	Customer Name	Status	Date Rental Needed	Rental Company		
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car		
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car		
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps		
25 items in the list				Matches 1-25 of 325		View next 25>>

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[NEW RESERVATION](#)

(Fleet User)



Welcome to the
Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER

action items
completed actions
reports
my profile
help

Claims office: 001 Handling for: Yourself

Please verify the reservation you want to create does not exist.
If it exists, you can click the link to view the file or process it.

Matches Found: You requested a reservation for: Hanks, Tom
Claim Number: 765849322 Claim Type: Claimant

[NEW RESERVATION](#)

AUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company
765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95	Enterprise Rent-A-Car
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98	HLE Rent-A-Car

25 items in the list Matches 1-25 of 325 [View next 25>>](#)

UNAUTHORIZED

Claim No.	Customer Name	Status	Date Rental Needed	Rental Company
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps


25 items in the list Matches 1-25 of 325 [View next 25>>](#)

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[NEW RESERVATION](#)


(Dealership User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 001 Handling for: Yourself						
Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.						
Matches Found: You requested a reservation for: Hanks, Tom Purchase Order Number: 765849322 Bill Type: Claimant NEW RESERVATION						
AUTHORIZED						
Purchase Order No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company	
765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95	Enterprise Rent-A-Car	
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98	HLE Rent-A-Car	
25 items in the list				Matches 1-25 of 325 View next 25>>		
UNAUTHORIZED						
Purchase Order No.	Customer Name	Status	Date Rental Needed	Rental Company		
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car		
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car		
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps		
25 items in the list				Matches 1-25 of 325 View next 25>>		

 top of page

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[NEW RESERVATION](#)


(Corporate User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 001 Handling for: Yourself						
Please verify the reservation you want to create does not exist. If it exists, you can click the link to view the file or process it.						
Matches Found: You requested a reservation for: Hanks, Tom Corporate Class Number: 765849322						NEW RESERVATION
AUTHORIZED						
Corporate Class No.	Customer Name	Status	Date Rental Needed	Invoice Amount	Rental Company	
765849322-001	Hanks, Tom	Closed	4/23/2000	\$200.95	Enterprise Rent-A-Car	
765849322-002	Jones, Bill	Open (customer in car)	4/18/2000	\$256.98	HLE Rent-A-Car	
25 items in the list				Matches 1-25 of 325	View next 25>>	
UNAUTHORIZED						
Corporate Class No.	Customer Name	Status	Date Rental Needed	Rental Company		
765849322-001	Hanks, Tom	Direct Bill Request	4/23/2000	Enterprise Rent-A-Car		
888234213	Jones, Bob	Open (customer in car)	4/18/2000	HLE Rent-A-Car		
888254321	Hanks, Sophia	Open (customer in car)	4/16/2000	Car Temps		
25 items in the list				Matches 1-25 of 325	View next 25>>	


 top of page

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[NEW RESERVATION](#)


(ARMS/Web 2.0)

Welcome to the Automated Rental Management System	
	<div> create a RESERVATION find a CUSTOMER </div> <div> action items completed actions reports my profile help </div>
<div> Claims office: 001 Handling for: Yourself </div>	
<div> Create Reservation: QUICK FORM for Coppola, Francis Claim no. 754589877 GEICO <small>*Denotes required field [view long form]</small> </div>	
RENTAL INFORMATION: * Authorized Days: <input type="text"/> @ Select a rate VIEW CARS Policy: Daily rate/Maximum dollars 20/500 * Percent of Rental: 100 % Vehicle Condition: Driveable RENTER INFORMATION: * Last: <input type="text"/> * First: <input type="text"/> Email: <input type="text"/> <input type="checkbox"/> send email confirmation: Phone Numbers: Ext. * <input type="text"/> <input type="text"/> Home <input type="radio"/> Pick up location <input type="text"/> <input type="text"/> Home <input type="radio"/> Pick up location <div> Pick different location: Change to a Favorite Location MORE LOCATIONS </div>	NOTEBOOK Note to Enterprise: <div><input type="text"/></div> Note to Self Only: <div><input type="text"/></div> Location closet to: 773-395-6200 Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400
CANCEL CONFIRM RESERVATION	
<div> top of page </div>	
ADDITIONAL INFORMATION: * Claim Number: <input type="text"/> Repair Facility: <input type="text"/> * Claim Type: Claimant City: <input type="text"/> Date of Loss: January 1 2000 State/Province: AB Post Code: <input type="text"/> Insured Name: <input type="text"/> <input type="text"/> Phone: <input type="text"/> Last First Renter's Vehicle: <input type="text"/> <input type="text"/> Additional Charges: None ADDITIONAL CHARGES year make/model	
CANCEL CONFIRM RESERVATION	
<div> top of page </div>	

(Insurance User)

Welcome to the Automated Rental Management System	
	<div> create a RESERVATION find a CUSTOMER </div> <div> action items completed actions reports my profile help </div>
<div> Claims office: 001 Handling for: Yourself </div>	
<div> Create Reservation: QUICK FORM for Coppola, Francis Claim no. 754589877 <div style="float: right;">GEICO</div> </div>	
<div> <div> *Denotes required field </div> <div> <div> <div>RENTAL INFORMATION:</div> <div> * Authorized Days: @ Select a rate VIEW CARS </div> <div> Policy: Daily rate/Maximum dollars 20/500 </div> <div> *Percent of Rental: 100 % </div> <div> Vehicle Condition: Driveable </div> </div> <div> <div>RENTER INFORMATION:</div> <div> * Last: * First: </div> <div> Email: <input checked="" type="checkbox"/> send email confirmation: </div> <div> Phone Numbers: Ext. </div> <div> <div> <div> Home </div> <div> Home </div> </div> <div> <input type="radio"/> Pick up location <input type="radio"/> Pick up location </div> </div> <div> <div> Pick different location: </div> <div> Change to a Favorite Location MORE LOCATIONS </div> </div> <div> CANCEL CONFIRM RESERVATION </div> </div> </div> </div>	
<div> <div> top of page </div> <div> <div> <div>ADDITIONAL INFORMATION:</div> <div> * Claim Number: </div> <div> * Claim Type: Claimant </div> <div> Date of Loss: January 1 2000 </div> <div> Date Rental Needed: January 1 2000 </div> <div> Insured Name: <div> Last First </div> </div> <div> Additional Charges: None ADDITIONAL CHARGES </div> </div> <div> <div> Repair Facility: </div> <div> City: </div> <div> State/Province: AB Post Code: </div> <div> Phone: </div> <div> Renter's Vehicle: <div> year make/model </div> </div> <div> Renter's Address: </div> <div> Renter's City: </div> <div> State/Province: AB </div> <div> Post Code: <input type="radio"/> Pick up location </div> </div> <div> CANCEL CONFIRM RESERVATION </div> </div> </div>	

(Fleet User)

Welcome to the Automated Rental Management System	
	<div style="display: flex; justify-content: space-between; font-size: small;"> create a RESERVATION find a CUSTOMER </div> <div style="display: flex; justify-content: space-between; font-size: small;"> action items completed actions reports my profile help </div>
<div style="display: flex; justify-content: space-between;"> Claims office: 001 Handling for: Yourself </div>	
<div style="display: flex; justify-content: space-between;"> <div> <p>Create Reservation:</p> <p>QUICK FORM for Coppola, Francis Claim no. 754589877</p> <p>*Denotes required field</p> </div> <div style="text-align: right;"> <p>GEICO</p> </div> </div>	
<p>RENTAL INFORMATION:</p> <p>* Authorized Days: <input type="text"/> @ <input type="text"/> Select a rate <input type="button" value="VIEW CARS"/></p> <p>Policy: Daily rate/Maximum dollars <input type="text"/> 20/500</p> <p>Protection Coverage: <input type="text"/></p> <p>RENTER INFORMATION:</p> <p>* Last: <input type="text"/> * First: <input type="text"/></p> <p>Email: <input type="text"/> <input type="checkbox"/> send email confirmation:</p> <p>Phone Numbers: Ext.</p> <p>* <input type="text"/> <input type="text"/> Home <input type="button" value="Pick up location"/></p> <p><input type="text"/> <input type="text"/> Home <input type="button" value="Pick up location"/></p> <p style="text-align: right;">Pick different location: <input type="button" value="Change to a Favorite Location"/> <input type="button" value="MORE LOCATIONS"/></p>	<p>Notebook:</p> <p>Note to Rental Company:</p> <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <p>Location closet to: 773-395-6200 Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400</p>
<div style="display: flex; justify-content: flex-end; gap: 10px;"> <input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/> </div>	
<p>● top of page</p>	
<p>ADDITIONAL INFORMATION:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>* Claim Number: <input type="text"/></p> <p>* Claim Type: <input type="text"/> Claimant</p> <p>Date of Loss: <input type="text"/> January <input type="text"/> 1 <input type="text"/> 2000 <input type="text"/></p> <p>Date Rental Needed: <input type="text"/> January <input type="text"/> 1 <input type="text"/> 2000 <input type="text"/></p> <p>Insured Name: <input type="text"/> Last <input type="text"/> First</p> <p>Additional Charges: None <input type="button" value="ADDITIONAL CHARGES"/></p> </div> <div style="width: 35%;"> <p>Repair Facility: <input type="text"/></p> <p>City: <input type="text"/></p> <p>State/Province: <input type="text"/> AB <input type="text"/> Post Code: <input type="text"/></p> <p>Phone: <input type="text"/></p> <p>Renter's Vehicle: <input type="text"/> year <input type="text"/> make/model</p> <p>Renter's Address: <input type="text"/></p> <p>Renter's City: <input type="text"/></p> <p>State/Province: <input type="text"/> AB <input type="text"/> Post Code: <input type="text"/> <input type="button" value="Pick up location"/></p> </div> </div>	
<div style="display: flex; justify-content: flex-end; gap: 10px;"> <input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/> </div>	


(Dealership User)

Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER	action items completed actions reports my profile help
Claims office: <input type="text" value="001"/> Handling for: <input type="text" value="Yourself"/>	
Create Reservation: QUICK FORM for Coppola, Francis Claim no. 754589877 GEICO	
*Denotes required field	
RENTAL INFORMATION: * Authorized Days: <input type="text"/> @ <input type="text" value="Select a rate"/> <input type="button" value="VIEW CARS"/> Purchase Order Number: <input type="text"/> Bill Type: <input type="text"/>	Notebook: Note to Rental Company: <input type="text"/> Note to Self Only: <input type="text"/>
RENTER INFORMATION: * Last: <input type="text"/> * First: <input type="text"/> Email: <input type="text"/> <input type="checkbox"/> send email confirmation: Phone Numbers: Ext. <input type="text"/> * <input type="text"/> <input type="text"/> Home <input type="text"/> <input type="radio"/> Pick up location <input type="text"/> <input type="text"/> Home <input type="text"/> <input type="radio"/> Pick up location	Location closet to: 773-395-6200 Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400
Pick different location: <input type="button" value="Change to a Favorite Location"/> <input type="button" value="MORE LOCATIONS"/>	
<div style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/> </div>	
top of page	
ADDITIONAL INFORMATION: Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/> Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/> Insured Name: <input type="text"/> <input type="text"/> <div style="display: flex; justify-content: space-around;"> Last First </div> Additional Charges: None <input type="button" value="ADDITIONAL CHARGES"/>	Repair Facility: <input type="text"/> City: <input type="text"/> State/Province: <input type="text" value="AB"/> Post Code: <input type="text"/> Phone: <input type="text"/> Renter's Vehicle: <input type="text"/> <input type="text"/> <div style="display: flex; justify-content: space-around;"> year make/model </div> Renter's Address: <input type="text"/> Renter's City: <input type="text"/> State/Province: <input type="text" value="AB"/> Post Code: <input type="text"/> <input type="radio"/> Pick up location
<div style="text-align: right;"> <input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/> </div>	
top of page	

(Corporate User)

Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER	action items completed actions reports my profile help
Claims office: <input type="text" value="001"/> Handling for: <input type="text" value="Yourself"/>	
Create Reservation: QUICK FORM for Coppola, Francis Claim no. 754589877 GEICO	
*Denotes required field	
RENTAL INFORMATION: * Authorized Days: <input type="text"/> @ <input type="text" value="Select a rate"/> [VIEW CARS] Corporate Class Number: <input type="text"/> RENTER INFORMATION: * Last: <input type="text"/> * First: <input type="text"/> Email: <input type="text"/> <input checked="" type="checkbox"/> send email confirmation: Phone Numbers: Ext. <input type="text"/> * <input type="text"/> <input type="text"/> <input type="text" value="Home"/> <input type="radio"/> Pick up location <input type="text"/> <input type="text"/> <input type="text" value="Home"/> <input type="radio"/> Pick up location <div style="text-align: right;"> Pick different location: <input type="text" value="Change to a Favorite Location"/> [MORE LOCATIONS] </div>	Notebook: Note to Rental Company: <input type="text"/> Note to Self Only: <input type="text"/> Location closet to: 773-395-6200 Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400
<input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/>	
● top of page	
ADDITIONAL INFORMATION: Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text"/> Additional Charges: None [ADDITIONAL CHARGES]	
<input type="button" value="CANCEL"/> <input type="button" value="CONFIRM RESERVATION"/>	
● top of page	


(ARMS Web 3.0)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001	Handling for: Self		TRANSFER FILE	
<p><u>You just authorized 3 days at \$29.39/day for Hanks, Tom</u></p> <p>Confirmation: CUSTOMER FILE</p> <p><input type="checkbox"/> Don't show me this confirmation page again. GO TO NEXT ACTION ITEM</p>						
<p>This confirmation page can be removed... You can remove this page from your future transactions with ARMS.</p> <p>How it works... Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.</p> <p>What will happen next? When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear, it will provide information about your last transaction as well as the ability to make any changes to that transaction.</p> <p>Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.</p>						

● top of page

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FIG. 106(a)


(Insurance User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001	Handling for: Yourself		TRANSFER FILE	
<p><u>You just authorized 3 days at \$29.39/day for Hanks, Tom</u></p> <p>Confirmation: CUSTOMER FILE</p> <p><input type="checkbox"/> Don't show me this confirmation page again. GO TO NEXT ACTION ITEM</p>						
<p>This confirmation page can be removed... You can remove this page from your future transactions with ARMS.</p> <p>How it works... Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.</p> <p>What will happen next? When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear, it will provide information about your last transaction as well as the ability to make any changes to that transaction.</p> <p>Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.</p>						

● top of page

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FIG. 106(b)

(Fleet/Dealership/Corporate User)

		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
		Claims office: 001		Handling for: Yourself		TRANSFER FILE
<p><u>You just authorized 3 days at \$29.39/day for Hanks, Tom</u></p> <p>Confirmation: CUSTOMER FILE</p> <p><input type="checkbox"/> Don't show me this confirmation page again. GO TO NEXT ACTION ITEM</p>						
<p>This confirmation page can be removed... You can remove this page from your future transactions with ARMS.</p> <p>How it works... Simply check this "Don't show me this confirmation again" checkbox and click the "Next Action Item" button.</p> <p>What will happen next? When you complete an action item, the system will immediately show you the next action item on your list for you to process. The confirmation will continue to appear, it will provide information about your last transaction as well as the ability to make any changes to that transaction.</p> <p>Should you check the "Don't show me this confirmation page again" box, this page will never be shown to you again in the future.</p>						

● top of page

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FIG. 106(c)

Find Rental Location Use Case Activity Diagram

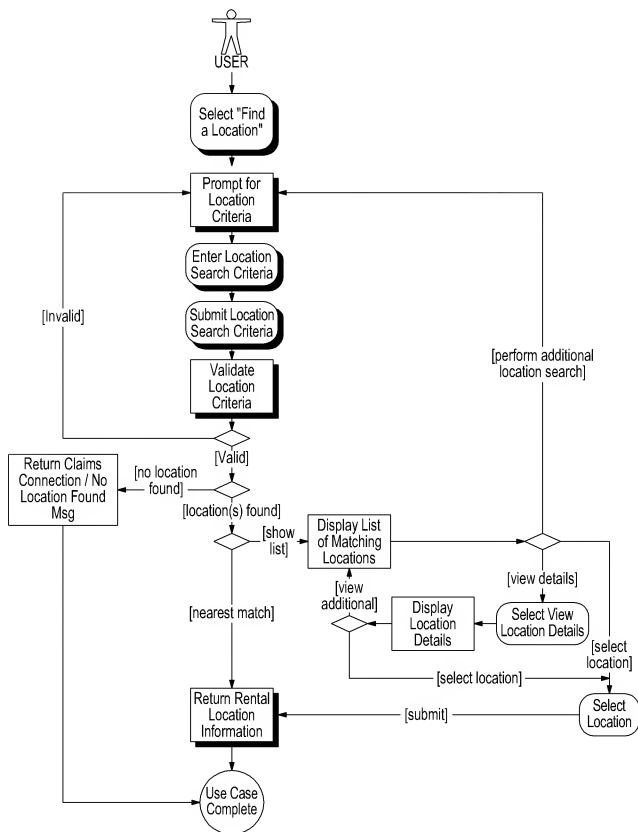
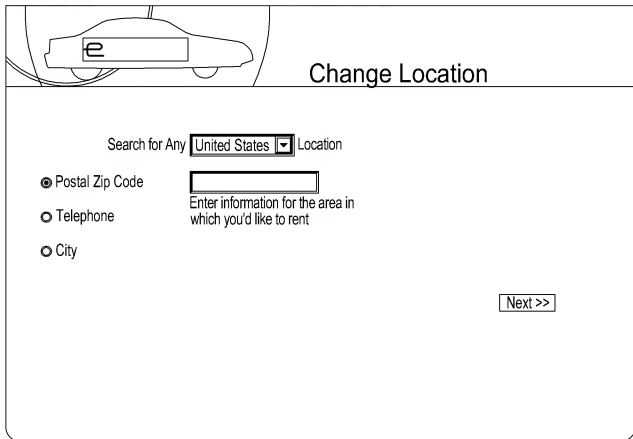


FIG. 107

(ARMS/Web 2.0)



Change Location

Search for Any United States ▾ Location

☒ Postal Zip Code

☐ Telephone

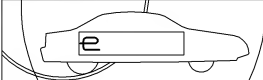
☐ City

Enter information for the area in which you'd like to rent

Next >>

FIG. 108(a)

(ARMS/Web 3.0)



Change Location

Search for Any Location

Rental Company

☒ Postal Zip Code

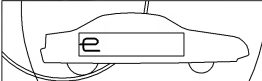
☐ Telephone

☐ City

Enter information for the area in which you'd like to rent

FIG. 108(b)






(ARMS/Web 2.0)



Choose a Location

All cars must be picked-up and dropped-off at the same location.

Please select a location.

location	miles	city	state	map
<input type="radio"/> 18636 NEW HALLS FERRY RD	1.0	SAINT LOUIS	MO	
<input type="radio"/> 11838 OLIVE BLVD	1.6	CREVE COEUR	MO	
<input type="radio"/> 2229 S. BRENTWOOD BLVD	2.1	SAINT LOUIS	MO	
<input checked="" type="radio"/> 2650 S. HANLEY RD	2.3	SAINT LOUIS	MO	
<input type="radio"/> 3701 LEMAY FERRY RD	5.0	SAINT LOUIS	MO	

[< Previous 5 of 10](#) [Next 5 of 10 >](#)

[Next >>](#)

Search for Any United States Location

☒ Postal Zip Code

☐ Telephone


☐ City

Enter information for the area in which you'd like to rent

[SEARCH AGAIN](#)

FIG. 109(a)






(ARMS/Web 3.0)



Choose a Location

All cars must be picked-up and dropped-off at the same location.

Please select a location.

location	rental company	miles	city	state	map
<input type="radio"/> 18636 NEW HALLS FERRY RD	ENTERPRISE RENT-A-CAR	1.0	SAINT LOUIS	MO	
<input type="radio"/> 11838 OLIVE BLVD	CAR TEMPS	1.6	CREVE COEUR	MO	
<input type="radio"/> 2229 S. BRENTWOOD BLVD	ENTERPRISE RENT-A-CAR	2.1	SAINT LOUIS	MO	
<input checked="" type="radio"/> 2650 S. HANLEY RD	HLE RENT-A-CAR	2.3	SAINT LOUIS	MO	
<input type="radio"/> 3701 LEMAY FERRY RD	RENT-A-WRECK	5.0	SAINT LOUIS	MO	

[< Previous 5 of 10](#)
[Next 5 of 10 >](#)

[Next >>](#)

Search for Any United States Location

Rental Company Select All

☒ Postal Zip Code 631
 Enter information for the area in which you'd like to rent

☐ Telephone
☐ City

[SEARCH AGAIN](#)

FIG. 109(b)

(ARMS/Web 2.0)

Choose a Location

BRANCH DETAIL

ST. LOUIS AIRPORT (ON-SITE) ✈️
 9602 NATURAL BRIDGE ROAD
 BERKELEY, MO 63134-3313

(314) 427-7757

Office Hours			
Mon	6:00a - 11:00p	Fri	6:00a - 11:00p
Tue	6:00a - 11:00p	Sat	6:00a - 11:00p
Wed	6:00a - 11:00p	Sun	6:00a - 11:00p
Thu	6:00a - 11:00p		

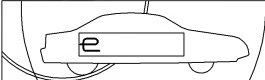
<< PREVIOUS

Enlarge Map
Zoom In

Reduce Map
Zoom Out

FIG. 110(a)

(ARMS/Web 3.0)



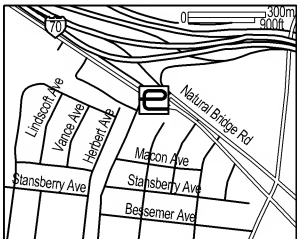
Choose a Location

BRANCH DETAIL

ENTERPRISE RENT-A-CAR
ST. LOUIS AIRPORT (ON-SITE) ✈
 9602 NATURAL BRIDGE ROAD
 BERKELEY, MO 63134-3313

(314) 427-7757

Office Hours			
Mon	6:00a - 11:00p	Fri	6:00a - 11:00p
Tue	6:00a - 11:00p	Sat	6:00a - 11:00p
Wed	6:00a - 11:00p	Sun	6:00a - 11:00p
Thu	6:00a - 11:00p		



[<< PREVIOUS](#)

[Enlarge Map](#)
[Zoom In](#)

[Reduce Map](#)
[Zoom Out](#)

FIG. 110(b)

Send Message Activity Diagram

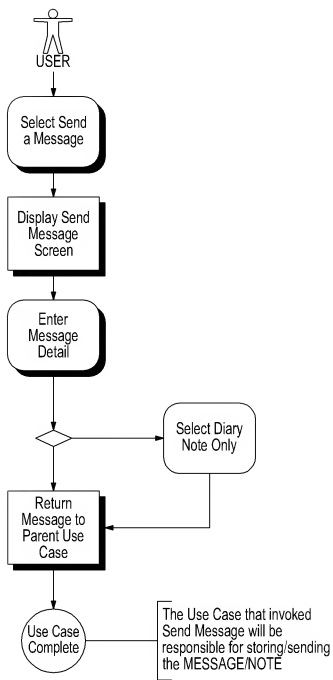


FIG. 111

The screenshot shows a web interface for a reservation confirmation. A large, rounded rectangle labeled "Message Container" with an arrow points to it from the top right. Inside this container, the text "NOTEBOOK:" is at the top left. Below it are two side-by-side text input fields. The left field is labeled "Note to Enterprise:" and the right field is labeled "Note to Self Only:". Each field has a small vertical scroll bar on its right side. Below the input fields, there are two buttons: "CANCEL" and "CONFIRM RESERVATION". At the bottom of the page, outside the message container, is the text "Contact Us | Terms & Conditions". There are two "top of page" links, one at the top left and one below the "NOTEBOOK:" text, each preceded by a circular arrow icon.

top of page

NOTEBOOK:

Note to Enterprise:

Note to Self Only:

Message Container

top of page

CANCEL CONFIRM RESERVATION

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FIG. 112

New Sheet

Additional Charges Activity Diagram

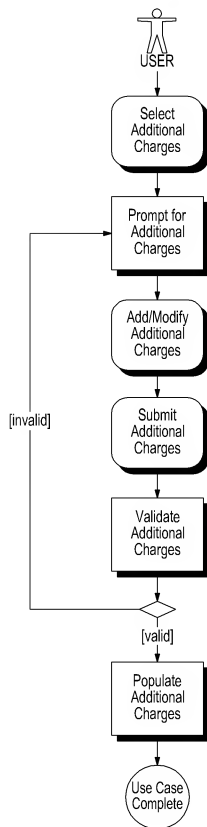



FIG. 113



Additional Charges

Add/edit surcharges to the Authorization for Tom Hanks Claim No. 1234567890

Choose from the surcharges listed below

Add	Charge Type	Auth	Amount
<input checked="" type="checkbox"/>	CDW (Collision Damage Waiver)	9.99	\$/day
<input type="checkbox"/>	PAI (Personal Accident Insurance)		\$/day
<input type="checkbox"/>	Underage Driver		\$/day
<input type="checkbox"/>	Drop Charge		\$/day
<input type="checkbox"/>	Mileage Charge		\$/day

or

Create a new Surcharge below

Add	Create Charge Type	Auth	Amount
<input checked="" type="checkbox"/>	Misc. Charge baby seat	3.00	\$/day

[Create more surcharges](#)

[<< PREVIOUS](#)
[PROCESS](#)

FIG. 114

New Sheet

Assign An Action Item Diagram

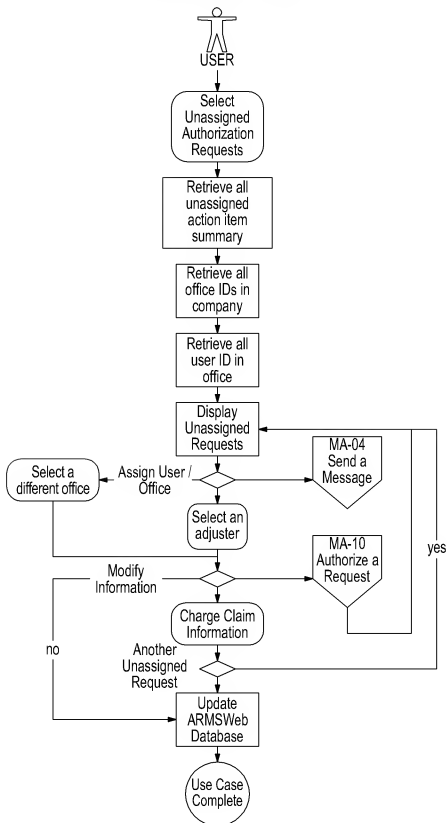
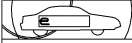


FIG. 115

 Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER
action items	completed actions
reports	my profile
help	
Claims Office: 001 Handling for: Yourself	
You just approved an invoice for Crystal, Billy Total Amount \$536.13	
Action Items: UNASSIGNED	
Weber, Andrew 28445 Main Ave Chicago, IL 60622 555-555-1212	DIRECT BILL REQUEST Claim Number: 754589877 Vehicle Condition: <input type="text" value="Select a Loss Type"/> Claim Type: <input type="text" value="Select a Claim Type"/> Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text" value=""/> Note to Enterprise: <input type="text"/>
① Assign to Office <input type="text" value="001"/> ② Assign Adjuster <input type="text" value="Unassigned"/> -or- ③ Cancel this item	
Smith, Joe 28445 Main Ave Chicago, IL 60622 555-555-1212	DIRECT BILL REQUEST Claim Number: 754589877 Vehicle Condition: <input type="text" value="Select a Loss Type"/> Claim Type: <input type="text" value="Select a Claim Type"/> Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/> <input type="text" value=""/> Note to Enterprise: <input type="text"/>
① Assign to Office <input type="text" value="001"/> ② Assign Adjuster <input type="text" value="Unassigned"/> -or- ③ Cancel this item	

<<PREVIOUS

ACTION ITEMS

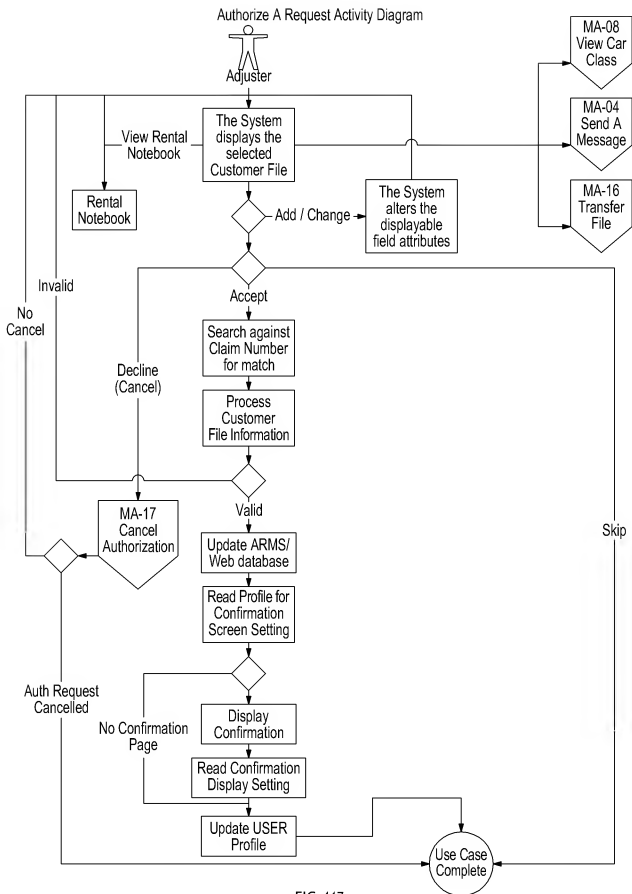
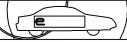


FIG. 117

		Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER		action items completed actions reports my profile help	
Claims office: 001 Handling for: Yourself TRANSFER FILE			
Authorize Direct Bill: for Hanks, Tom Claim no. 765849322-001		1 of 4 Action Items	
CUSTOMER FILE			
Direct Bill Requested for: Claim Number: <input type="text" value="765849322-001"/> Claim Type: <input type="text" value="Select a Claim Type"/>			
<input type="text" value=""/> days @ <input type="text" value="Compact/21.95"/> VIEW CARS		Note to Enterprise: <input type="text"/>	
Policy: Daily rate/Maximum dollars: <input type="text" value="20/500"/>		Note to Self Only: <input type="text"/>	
Direct Bill%: <input type="text" value="100"/>			
Vehicle Condition: <input type="text" value="Select a Condition"/>			
Date of Loss: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>			
Date Rental Needed: <input type="text" value="January"/> <input type="text" value="1"/> <input type="text" value="2000"/>			
Insured Name: Last <input type="text"/> First <input type="text"/>			
Message: Direct Bill request for Hanks, Tom 4/23/00			
Go to Notebook		<input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> <input type="button" value="SKIP >>"/>	

[Change or Add]

RENTER INFORMATION:

Hanks, Tom
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION:

Authorized Class: Standard
Days/Rate: 5 days @ \$21.95/day
Current Class: Compact
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Enterprise Rent-A-Car Location:

Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 765849322-001
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:

Elco Chevrolet
Chicago, IL 60621
773-334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

Change Customer File Activity Diagram

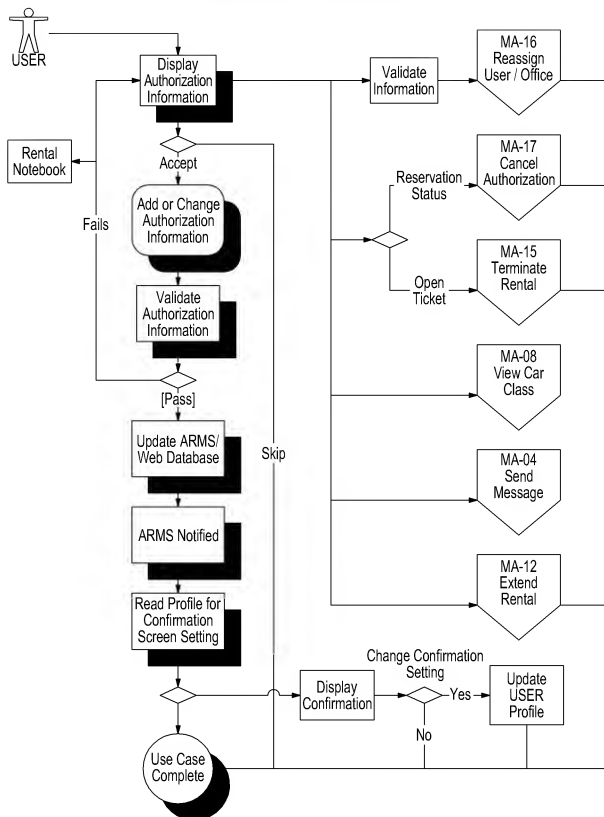
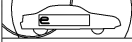


FIG. 119

New Sheet



Welcome to the
Automated Rental Management System

create a

RESERVATION

find a

CUSTOMER

action items

completed actions

reports

my profile

help

Claims office:

001

Handling for:

Yourself

[Change or Add]

Last:

Hanks

First:

Tom

Home

(773)564-6054

Ext:

Address:

1735 N. Paulina St.

Work

(773)395-6200

Ext:

City:

Chicago

State:

IL

Zip:

60622

Email:

thanks@zefer.com

☒ Requested email confirmation

Enterprise Rent-A-Car Location:
Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

Insured Name: Last:

Lalumandier

First:

Craig

Owner's vehicle:

GMC Suburban 1999

Date of Loss:

JAN

12

2000

Vehicle Condition:

Non-Driveable

Repair Facility:

Elco Chevrolet

City:

Chicago

State:


IL

Zip:

60622

FIG. 120(a)

(Before clicking the Change or Add Link)

		Welcome to the Automated Rental Management System	
create a RESERVATION	find a CUSTOMER	action items	completed actions
		reports	my profile
		help	
Claims office: 001		Handling for: Yourself	
You just authorized 3 day at \$29.39/day for Hanks, Tom		TRANSFER FILE	
Customer File: for Bowie, David Claim no. 765849322-001		2 of 4 Action Items	
OPEN			
Extension requested for:		Note to Enterprise:	
<input type="checkbox"/> additional authorized days @	<input type="text" value="Compact/21.95"/> VIEW CARS	<input type="text"/>	
Policy Limits	<input type="text" value="20/500"/>	<input type="text"/>	
Messages:		Note to Self:	
08/31/00 BSS 2 more days - Waiting on Parts:		<input type="text"/>	
08/30/00 Waiting on fender:		<input type="text"/>	
08/29/00 Extension requested through 08/30/00:		<input type="text"/>	
3 days extension requested:			
Go to Notebook		Rental Location:	
		Enterprise Edgewater Branch	
		773-334-5400	
		Repair Facility:	
		Elco Chevrolet	
		(773)-334-9832	
		Owner Vehicle: 1999 GMC Suburban	
		Vehicle Condition: Non-Driveable	
		<input type="checkbox"/> Extend this rental?	
Current Rental Status*		SET LAST DAY PROCESS SKIP >>	
Rental Start Date:	5/15/00		
Last Authorized Date:	04/13/00		
Authorized to Date:	5 days		
Charges to Date:	\$239.00*		
Direct Bill %:	100%		
*Does not include taxes and surcharges			

[\[Change or Add\]](#)**RENTER INFORMATION**

Bowie, David
1735 N. Paulina St.
Chicago, IL 60622

Home: (773)564-6054
Work: (773)395-6200
Email: dbowie@zefer.com
Requested email confirmation

RENTAL INFORMATION

Authorized Class: Standard
Days/Rate: 5 days @ \$21.99/day
Current Class: Full-Size
Additional Charges: None
Direct Bill %: None
Rental Date: 03/28/2000
Start Date: 03/20/2000

Enterprise Rent-A-Car Location:

Enterprise Edgewater Branch
5400 N. Ashland
Chicago, IL 60622
773-334-5400

ADDITIONAL CLAIM INFORMATION:

Claim Number: 3232323232323232323
Claim Type: Theft
Insured Name: Lalumandier, Craig
Owner's vehicle: GMC Suburban 1999
Date of Loss: 03/28/2000
Loss Type: Non-Driveable
Policy: Daily rate/
Maximum dollars: 30/600

Repair Facility:

Elco Chevrolet
Chicago, IL 60621
(773)334-9832

NOTEBOOK:

Message, Belanger, Hugues, 2/20/00
Note from Enterprise, Sarussi, Marty, 2/21/00
Extension Request, 2/24/00
Extension, 2/25/00

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New Sheet

Terminate Rental Activity Diagram

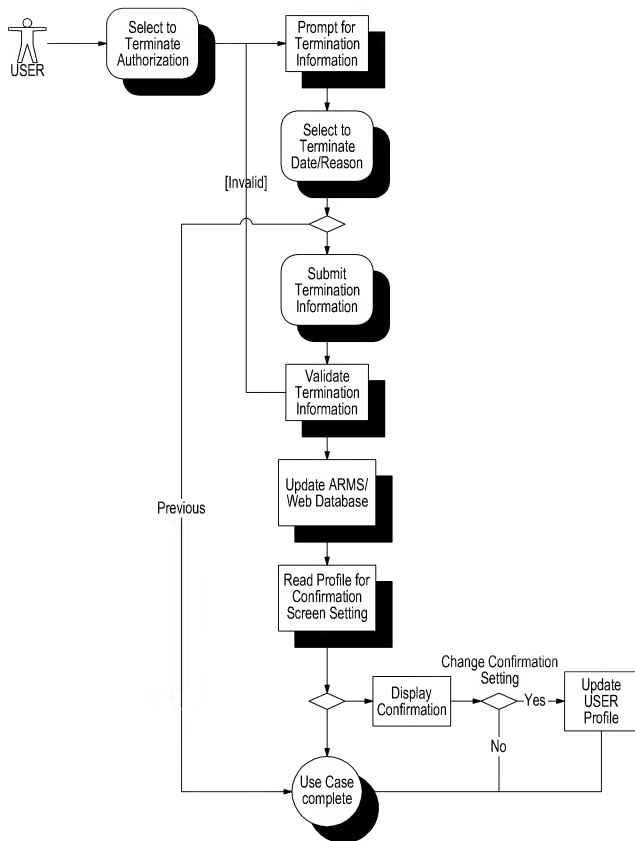
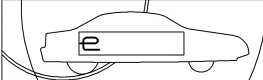


FIG. 121



Set Last Day of Rental

Renter: Weber, Andrew

Termination Date: January 1 2000 ☐

Reason: Duplicate Reservation/Authorization

Comment:

Please notify renter

FIG. 122

Reassign User/Office Activity Diagram

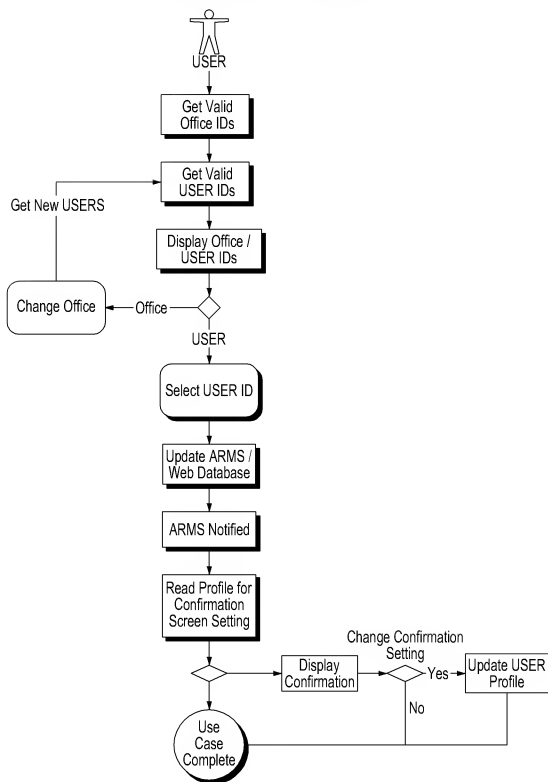



FIG. 123

New Sheet

 Transfer File

Any Changes made to this file will be transferred when you process.

Adjuster currently handling this customer file:

Claims Office: 001

Adjuster's Name: Fitzgerald, Neil

Select the adjuster you want to transfer this customer file to:

Claims Office:

Adjuster's Name:

FIG. 124

Cancel Authorization Activity Diagram

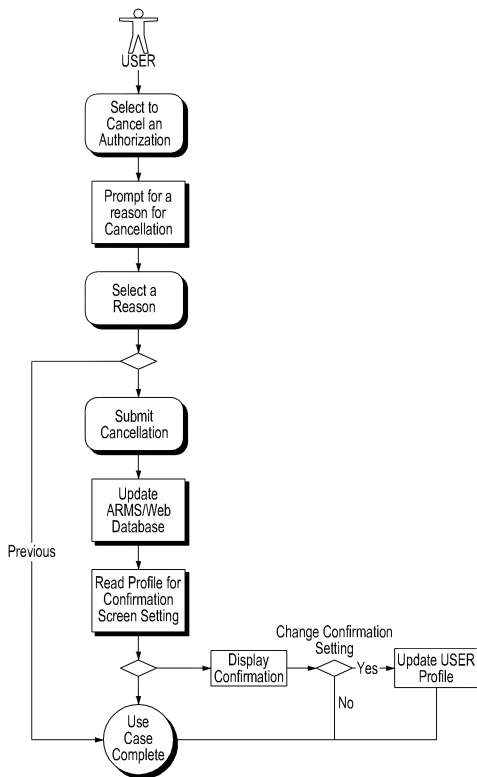



FIG. 125

Cancel Item

Cancel Direct Bill Authorization

You have chosen to cancel the following item.

<u>Renter's Name</u>	<u>Claim #</u>
Weber, Andrew	364829484092223542

Reason:

Comment:

FIG. 126

View Customer File Activity Diagram

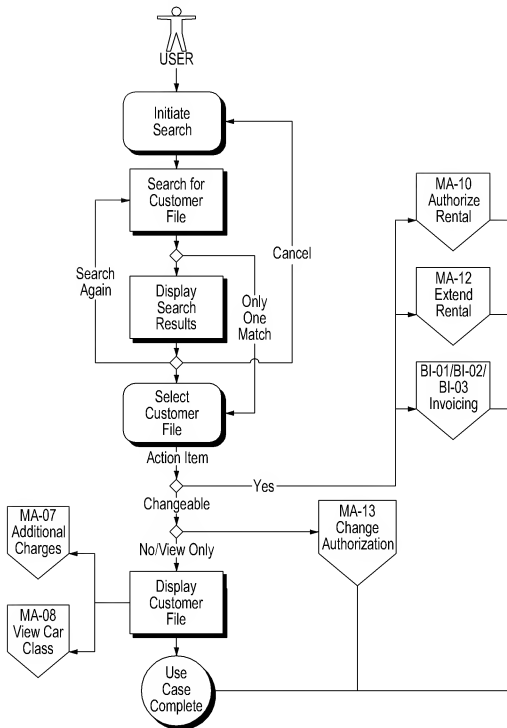
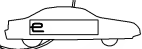


FIG. 127



Welcome to the Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER

action items
completed actions
reports
my profile
help

last name:

first name:

claim number:

adj. last name:

last date authorized:

mm/dd/yy

status: please choose ▼

Claims office: ▼ Handling for: ▼

come back, Fitzgerald, Neil.
Now please find the action items that require your attention.

In the Action Items, click the column title of your chosen sorting method
sort by date, click "DATE RECEIVED")

<u>DATE RECEIVED</u>	<u>RENTER'S NAME</u>	<u>CLAIM NUMBER</u>	<u>ADJUSTER</u>
-23-00	Hanks, Tom	234589871	Fitzgerald, Neil
-01-00	Bowie, David	234589871	Fitzgerald, Neil
-01-00	Simpson, Homer	754589877	Fitzgerald, Neil
-01-00	Weber, Andrew	754589877	Fitzgerald, Neil
-01-00	Crystal, Billy	235469871	Fitzgerald, Neil
-15-00	(5) Invoices		Fitzgerald, Neil
-15-00	(7) Action Items		Unassigned

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FIG. 128

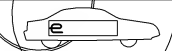
		Welcome to the Automated Rental Management System				
create a RESERVATION	find a CUSTOMER	action items	completed actions	reports	my profile	help
Claims office: 001 Handling for: Yourself Customer File: for Bowie, David Claim No. 323232323232 CLOSED		PREVIOUS				
Go to Invoice						
RENTER INFORMATION: Bowie, David 1735 N. Paulina St. Chicago, IL 60622 Renter Type: Claimant						
Home: (773) 564-6054 Work: (773) 395-6200 Email: dbowie@zefer.com Requested email confirmation						
RENTAL INFORMATION: Authorized Rental: Authorized Class: Standard Days/Rate: 3 days @ \$21.99/day Current Class: Full-Size						
Enterprise Rent-A-Car Location: Enterprise Edgewater Branch 5400 N. Ashland Chicago, IL 60622 773-334-5400						
Rental Date: 03/28/2000 Start Date: 03/30/2000						
CLAIM INFORMATION: Claim Number: 323232323232323 Insured Name: Lalumandier, Craig Owner's vehicle: GMC Suburban 1999 Date of Loss: 03/28/2000 Vehicle Condition: Non-Drivable						
Repair Facility: Elco Chevrolet Chicago, IL 60621 (773)334-9832						
NOTEBOOK: Invoice Paid: 536.13 on 6/20/00 Message, Belanger, Hughes, 2/20/00 Note from Enterprise, Sarussi, Marty, 2/21/00 Extension Request, 2/24/00 Extension, 2/25/00						
top of page						

FIG. 129(b)

FIG. 129(a)

Invoicing: PRINTER FRIENDLY PAGE ☐ Print Rental History too
 [Use the "Print" button from your browser after clicking the "Printer-Friendly Version" button.]

RENTAL:

Enterprise Rent-A-Car Location:
 6850 Ladue Rd.
 Saint Louis, MO 631240001
 (314) 512-0294

INVOICE:

Reference: PPGM D073082
 Invoice Date: 02/10/00
 Federal ID: 4800791835

Authorized

Authorized Period: 02/10/00 to 03/01/00 (20 days)
 Days 20
 Rate 22.99
 Direct Bill Percent 100%
 Total authorized: 459.8 Plus Tax & Surcharges

CLAIM:

Renter: Weber, Andrew
 Claim Number: 5698754821
 Claim Type: Claimant
 Vehicle Condition: Non-Driveable
 Date of Loss: 02/05/00
 Insured Name: Smith, Bob

Actual Rental

Rental Period: 02/10/00 to 03/01/00 (20 days)

Billed Period: 02/10/00 to 03/01/00 (20 days)

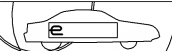
Actual Days:

Actual Days:
 20 @ \$22.99/day = \$505.78
 Direct Bill Percent 100%
 Sales Tax (6%) = \$30.35
 Total Charges: \$536.13
 Amount Received: \$0.00
 Total Due: \$536.13

● [top of page](#)

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Welcome to the Automated Rental Management System

[create a RESERVATION](#)
[find a CUSTOMER](#)

[action items](#)
[completed actions](#)
[reports](#)
[my profile](#)
[help](#)

Claims office: 001 Handling for: Yourself

There was more than one possible match for the items you searched for.
Please choose from the results below or [Search Again](#)

Search Results: You requested a search for: Abrahm, Alice
Adjuster Name: Summer

Items Searched: All Files

Renter's Name	Claim Number	File Type	Loss Date	Last Date Authorized
Abott, Jim	32132541	Extension	03/25/2000	04/15/2000
Baker, Kim	44557754	Reservation	04/02/2000	
Brooks, Jill	78155458	Closed	01/15/2000	01/25/2000
Camren, Rob	77854121	Direct Bill Request	04/25/2000	
Collins, Mark	44765571	Open (customer in car)	04/21/2000	04/29/2000
Franklin, Neil	45222173	Closed	02/10/2000	02/28/2000
Froghammer, Freddy	66475578	Closed	01/09/1999	01/30/1999
Hanks, Tom	765849322-001	Direct Bill Request	04/23/2000	
Hanks, Sophia	880254321	Open (customer in car)	04/16/2000	04/30/2000
Jones, Bob	880234213	Open (customer in car)	04/18/2000	04/21/2000

25 items in the list
Matches 1-10 of 25
[View next 10 >>](#)

Would you like another search?

Last Name:

First Name:

Claim Number:

Confirmation Number:

Adjuster Last Name:

Last Date Authorized: January 1 2000

Status: Closed [Search Again](#)

[top of page](#)

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Handle Unapproved Invoices Activity Diagram

FIG. 131(b)

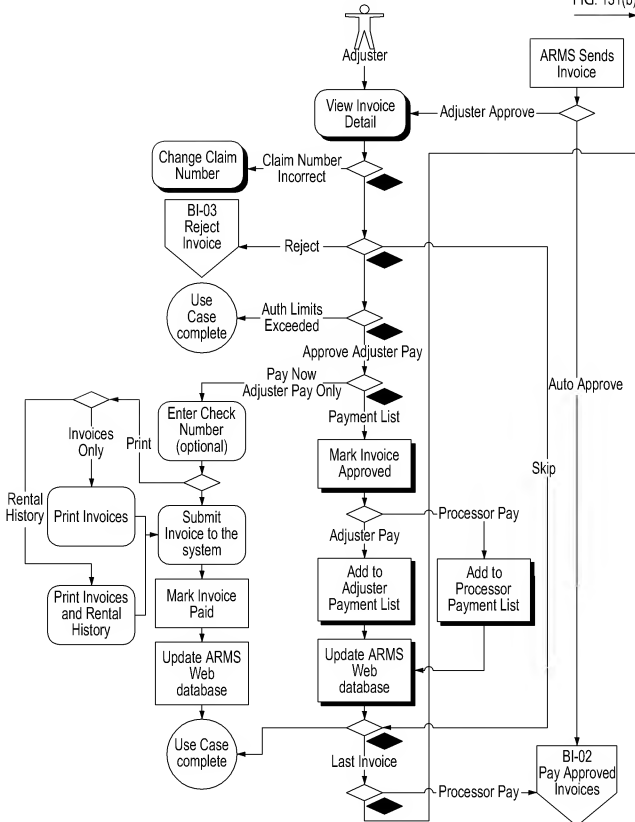


FIG. 131(a)

FIG. 131(a)

Handle Unapproved Invoices Activity Diagram

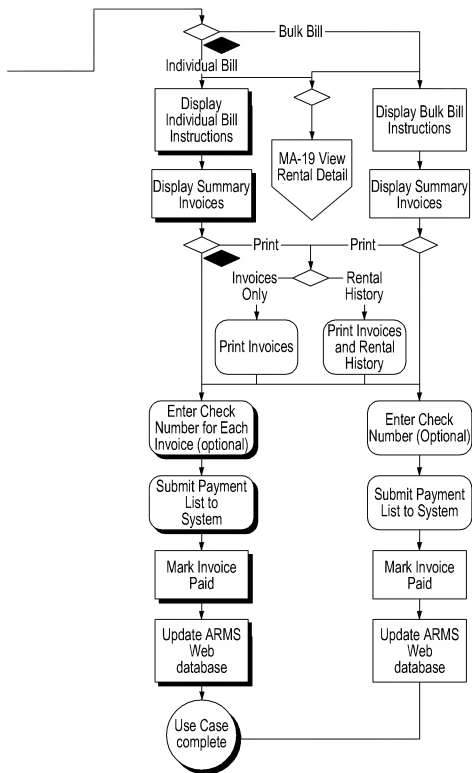




FIG. 131(b)

		Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER		action items completed actions reports my profile help	
Invoicing: for Weber, Andrew Claim no. 765849322-001 INDIVIDUAL PAYMENT		Claims office: 001 Handling for: Yourself TRANSFER FILE	
<div style="border: 1px solid black; padding: 5px;"> PRINTER FRIENDLY PAGE <input type="checkbox"/> Print Rental History too [Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.] ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us. </div>		Total due: \$536.13 Check number for your payment: <div style="border: 1px solid black; width: 100px; height: 20px;"></div> Please include this reference number on your check: PPGM D073082 Federal ID: 4800791835 Send payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001	
		[REJECT] [PAY NOW] [ADD TO PAYMENT LIST] [SKIP >>]	
RENTAL: Enterprise Rent-A-Car Location: 6850 Ladue Rd. Saint Louis, MO 631240001 (314) 512-0294		INVOICE: Reference: PPGM D073082 Invoice Date: 02/10/00 Federal ID: 4800791835	
Authorized Authorized Period: 02/10/00 to 03/01/00 (20 days) Days: 20 Rate: 22.99 Direct Bill Percent: 100% Total authorized: 459.8 Plus Tax & Surcharges		CLAIM: Renter: Weber, Andrew Claim Number: <div style="border: 1px solid black; padding: 2px;">5698754821</div> Claim Type: Claimant Vehicle Condition: Non-Driveable Date of Loss: 02/05/00 Insured Name: Smith, Bob	
Actual Rental Rental Period: 02/10/00 to 03/01/00 (20 days) Billed Period: 02/10/00 to 03/01/00 (20 days)			
Actual Days: 20 @ \$22.99/day = \$505.78 Direct Bill Percent 100% Total Charges: \$536.13 Amount Received: \$0.00 Total Due: \$536.13			
NOTEBOOK: Reservation for Weber, Andrew 2/21/00 Diary Note, Marty Sarussi, 2/21/00 Extension request, 2/24/00			
top of page		[REJECT] [PAY NOW] [ADD TO PAYMENT LIST] [SKIP >>]	
Contact Us Terms & Conditions Log Off			

 <div style="display: inline-block; text-align: right;"> Welcome to the Automated Rental Management System </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> create a RESERVATION find a CUSTOMER </div> <div> action items completed actions reports my profile help </div> </div>	
<div style="display: flex; justify-content: space-between;"> Claims office: 001 Handling for: Yourself TRANSFER FILE </div>	
Invoicing for Weber, Andrew Claim no. 765849322-001 INDIVIDUAL PAYMENT	
<div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">PRINTER FRIENDLY PAGE</div> <p><input type="checkbox"/> Print Rental History too</p> <p>[Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]</p> <p>ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us.</p>	Total due: \$536.13 Check number for your payment: Please include this reference number on your check: PPGM D073082 Federal ID: 4800791835 Send payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001
<div style="display: flex; justify-content: flex-end; gap: 10px;"> [REJECT] [PAY NOW] [ADD TO PAYMENT LIST] [SKIP >>] </div>	
RENTAL: Enterprise Rent-A-Car Location: 6850 Ladue Rd. Saint Louis, MO 631240001 (314) 512-0294 Authorized Authorized Period: 02/10/00 to 03/01/00 (20 days) Days: 20 Rate: 22.99 Direct Bill Percent: 100% Total authorized: 459.8 Plus Tax & Surcharges Actual Rental Rental Period: 02/10/00 to 03/01/00 (20 days) Billed Period: 02/10/00 to 03/01/00 (20 days) Actual Days: 20 @ \$22.99/day = \$505.78 Direct Bill Percent: 100% Total Charges: \$536.13 Amount Received: \$0.00 Total Due: \$536.13	INVOICE: Reference: PPGM D073082 Invoice Date: 02/10/00 Federal ID: 4800791835 CLAIM: Renter: Weber, Andrew Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Non-Driveable Date of Loss: 02/05/00 Insured Name: Smith, Bob
NOTEBOOK: Reservation for Weber, Andrew 2/21/00 Diary Note, Marty Sarussi, 2/21/00 Extension request, 2/24/00	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> top of page </div> <div style="text-align: right;"> <div style="display: flex; justify-content: flex-end; gap: 10px;"> [REJECT] [PAY NOW] [ADD TO PAYMENT LIST] [SKIP >>] </div> <div style="display: flex; justify-content: flex-end; gap: 10px;"> Contact Us Terms & Conditions Log Off </div> </div> </div>	

create a RESERVATION

find a CUSTOMER

action items

completed actions

reports

my profile

help

Claims office: 001

Handling for: Yourself

TRANSFER FILE

INDIVIDUAL PAYMENT

Send payment to:
Enterprise Rent-A-Car
6850 Ladue Rd.
St. Louis, MO 63124-0001

REJECT PAY NOW ADD TO PAYMENT LIST SKIP >>

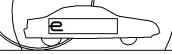
INVOICE:
Reference: PPGM D073082
Invoice Date: 02/10/00
Federal ID: 4800791835

CLAIM:
Renter: Weber, Andrew
Claim Number: 5698754821
Claim Type: Claimant
Vehicle Condition: Non-Driveable
Date of Loss: 02/05/00
Insured Name: Smith, Bob

Actual Days:	
20 @ \$22.99/day =	\$505.78
Direct Bill Percent	100%
Total Charges:	\$536.13
Amount Received:	\$0.00
Total Due:	\$536.13

REJECT PAY NOW ADD TO PAYMENT LIST SKIP >>

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		Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER		action items completed actions reports my profile help	
Invoicing: for Weber, Andrew Claim no. 765849322-001 INDIVIDUAL PAYMENT		Claims office: 001 Handling for: Yourself TRANSFER FILE	
<div style="border: 1px solid black; padding: 5px;"> PRINTER FRIENDLY PAGE <input type="checkbox"/> Print Rental History too [Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.] ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer's system's name) to route the payment to us. </div>		Total due: \$536.13 Check number for your payment: Please include this reference number on your check: PPGM D073082 Federal ID: 4800791835 Send payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001	
		[REJECT] [PAY NOW] [ADD TO PAYMENT LIST] [SKIP >>]	
RENTAL: Enterprise Rent-A-Car Location: 6850 Ladue Rd. Saint Louis, MO 631240001 (314) 512-0294 Authorized Authorized Period: 02/10/00 to 03/01/00 (20 days) Days 20 Rate 22.99 Direct Bill Percent 100% Total authorized: 459.8 Plus Tax & Surcharges Actual Rental Rental Period: 02/10/00 to 03/01/00 (20 days) Billed Period: 02/10/00 to 03/01/00 (20 days) Actual Days: 20 @ \$22.99/day = \$505.78 Direct Bill Percent 100% Total Charges: \$536.13 Amount Received: \$0.00 Total Due: \$536.13		INVOICE: Reference: PPGM D073082 Invoice Date: 02/10/00 Federal ID: 4800791835 CLAIM: Renter: Weber, Andrew Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Non-Driveable Date of Loss: 02/05/00 Insured Name: Smith, Bob	
NOTEBOOK: Reservation for Weber, Andrew 2/21/00 Diary Note, Marty Sarussi, 2/21/00 Extension request, 2/24/00		[REJECT] [PAY NOW] [ADD TO PAYMENT LIST] [SKIP >>]	
• top of page		Contact Us Terms & Conditions Log Off	

New Sheet

Pay Unapproved Invoices Activity Diagram

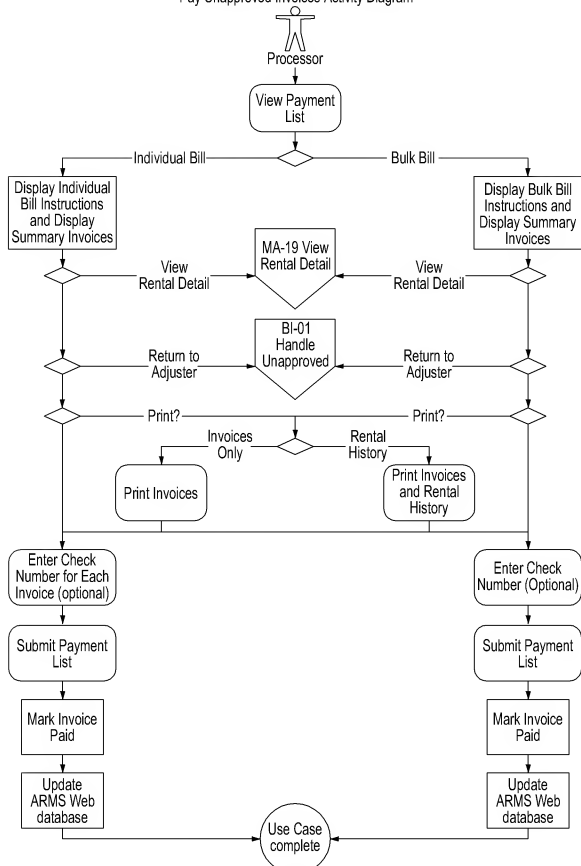
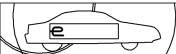
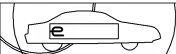
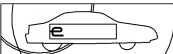


FIG. 136

		Welcome to the Automated Rental Management System	
<div style="display: flex; justify-content: space-between; align-items: center;"> create a RESERVATION find a CUSTOMER </div>		<div style="display: flex; justify-content: space-between; align-items: center;"> action items completed actions reports my profile help </div>	
Invoicing: INDIVIDUAL PAYMENT LIST		Claims office: 001 Handling for: Yourself	
Checklist: ARMS does not PAY your invoices.		<input type="checkbox"/> Print Rental History too	
Please make sure you complete the appropriate actions in (customer system's name) to route the payment to us.		[Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]	
You may also choose to complete this transaction at a later time.		<div style="display: flex; justify-content: flex-end; gap: 10px;"> CONFIRM PAYMENT PAY LATER </div>	
Weber, Andrew	Invoice 1 Invoice: PPGM D073082 Federal ID: 48-0791835 Invoice Date: 10/22/99 Claim Claim Number: 5698754821 Claim Type: Claimant Vehicle Condition: Driveable Date of Loss: 10/10/99 Rental Branch Location: 6850 Ladue Rd. St. Louis, MO 63124-0001 314-512-0294	① Please include this reference number on your check: 567347585 ② Remit to: Enterprise Rent-A-Car ③ Total Amount: \$536.13 ④ Enter the check number for your payment here: <div style="border: 1px solid black; height: 20px; width: 150px; margin-top: 5px;"></div>	⑤ Send Payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001
RETURN TO ADJUSTER			
Crystal, Billy	Invoice 2 Invoice: PPGM D073082 Federal ID: 48-0791835 Invoice Date: 10/22/99 Claim Claim Number: 56987987655 Claim Type: Claimant Vehicle Condition: Driveable Date of Loss: 10/10/99 Rental Branch Location: 234 Bonhomme St. Clayton, MO 63100-2011 314-539-9899	① Please include this reference number on your check: 56789876 ② Remit to: Enterprise Rent-A-Car ③ Total Amount: \$536.13 ④ Enter the check number for your payment here: <div style="border: 1px solid black; height: 20px; width: 150px; margin-top: 5px;"></div>	⑤ Send Payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001
RETURN TO ADJUSTER			
• top of page		<div style="display: flex; justify-content: flex-end; gap: 10px;"> CONFIRM PAYMENT PAY LATER </div>	
Contact Us Terms & Conditions Log Off			

		Welcome to the Automated Rental Management System	
<div style="display: flex; justify-content: space-between;"> create a RESERVATION find a CUSTOMER </div>		<div style="display: flex; justify-content: space-between;"> action items completed actions reports my profile help </div>	
Invoicing: BULK PAYMENT LIST		Claims office: 001 Handling for: Yourself <div style="text-align: right;">GEICO</div>	
Checklist: ARMS does not PAY your invoices. Please make sure you complete the appropriate actions in (customer system's name) to route the payment to us. You may also choose to complete this transaction at a later time.		[PRINTER FRIENDLY PAGE] <input type="checkbox"/> Print Rental History too [Use the "Print" button from your browser after clicking the "Printer Friendly Page" button.]	
<u>Weber, Andrew</u> [RETURN TO ADJUSTER]	Invoice 1 Invoice: PPGM D073082 Rental Branch Location Federal ID: 48-0791835 6850 Ladue Rd. Invoice Date: 10/22/99 St. Louis, MO 63124-4001 Claim 314-512-0294 Claim Number: 5698754821 Claim Type: Claimant Total Amount: \$512.36 Vehicle Condition: Driveable Date of Loss: 10/10/99 Adjuster: Fitzgerald, Neil Claims Office: 001		
<u>Crystal, Billy</u> [RETURN TO ADJUSTER]	Invoice 2 Invoice: PPGM D073082 Rental Branch Location: Federal ID: 48-0791835 234 Bonhomme St. Invoice Date: 10/22/99 Clayton, MO 63100-2011 Claim 314-539-9899 Claim Number: 5698754821 Claim Type: Claimant Total Amount: \$512.36 Vehicle Condition: Driveable Date of Loss: 10/10/99 Adjuster: Fitzgerald, Neil Claims Office: 001		
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>① Please include this reference number on your check: 567347585</p> <p>② Remit to: Enterprise Rent-A-Car</p> <p>③ 2 invoices Total Amount: \$536.13</p> <p>④ Enter the check number for your payment here: <div style="border: 1px solid black; height: 20px; width: 150px; margin-top: 5px;"></div> </p> <p>⑤ Send Payment to: Enterprise Rent-A-Car 6850 Ladue Rd. St. Louis, MO 63124-0001</p> </div> <div style="width: 45%; text-align: right;"> <p>[CONFIRM PAYMENT] [PAY LATER]</p> </div> </div>			
<div style="display: flex; justify-content: space-between; align-items: center;"> ● top of page Contact Us Terms & Conditions Log Off </div>			

New Sheet




Return Billing

Return Billing

You've chosen to return the following invoice.

Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	569873451	\$271.14

Reason for return: Rental start date before date of loss 

Comments:

FIG. 139

Reject an Invoice Activity Diagram

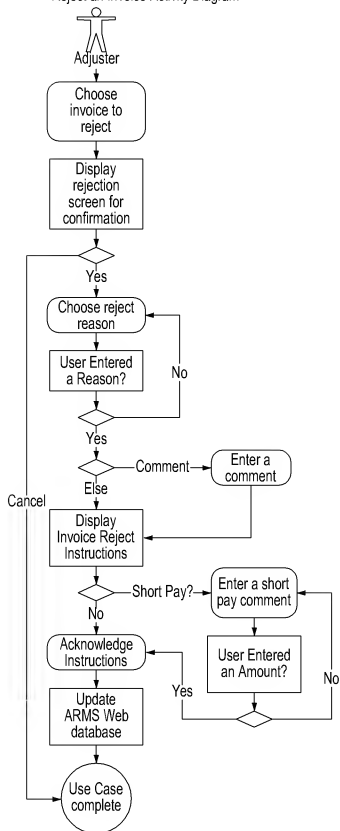




FIG. 140

Address  http://grace/armsweb/fp/Iteration_1/rejectBillingPage1.html



Reject Billing

Reject Billing

You've chosen to reject the following invoice.

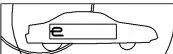
Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	5698754821	\$271.18

Reason for rejection:

Comments:

Enterprise goes to extreme lengths to ensure that your invoice is calculated correctly, are you sure that you would like to reject?

FIG. 141



Reject Billing

Reject Billing

You've chosen to reject the following invoice.

Adjuster's Name	Renter's Name	Claim Number	Amount
Warner, Kurt	Bamvakais, John	5698754821	\$271.18

Amount you are paying:

To complete this process, please contact the rental branch location listed below:

Enterprise Rent-A-Car
600 New Haven Rd.
Charlotte, NC 28210
704-553-2001

<< CANCEL

REJECT INVOICE >>

FIG. 142

Callbacks Activity Diagram

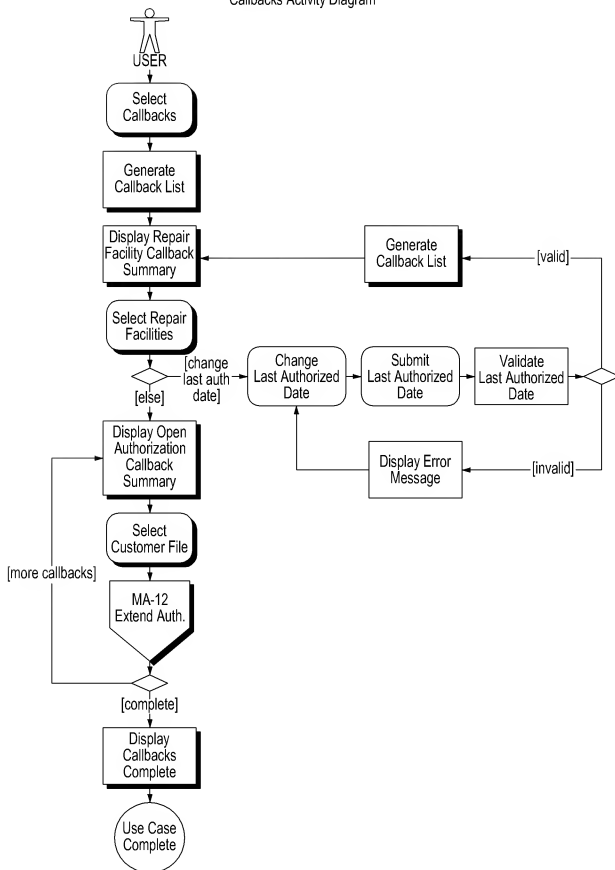


FIG. 143

<input type="checkbox"/>	<u>Bob's Autobarn</u>	333-377-2091	1
<input checked="" type="checkbox"/>	<u>Johnson Glass</u>	333-397-9000	3
<input type="checkbox"/>	<u>Wagonhaus</u>	333-521-2029	2

PROCESS

FIG. 144

New Sheet

Generate Personal Report Activity Diagram

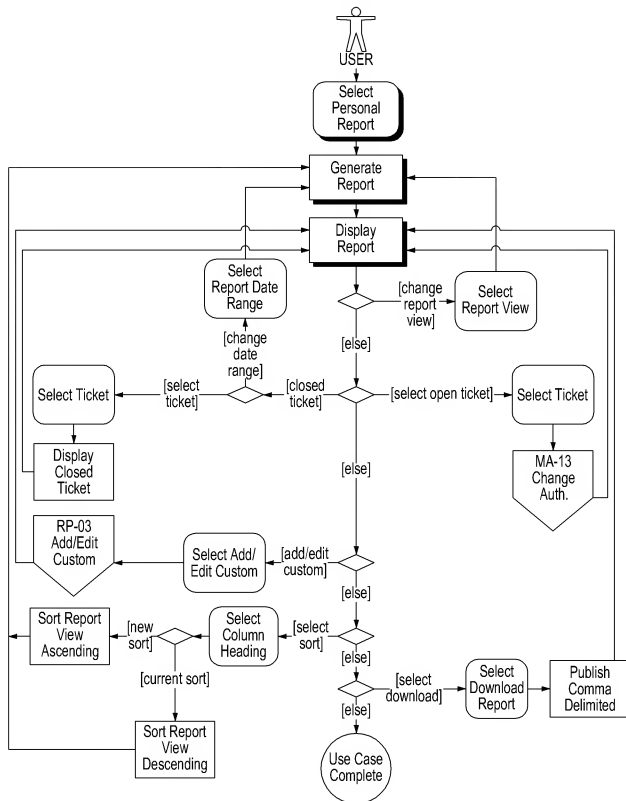



FIG. 145



Welcome to the Automated Rental Management System

[create a
RESERVATION](#)
[find a
CUSTOMER](#)

[action items](#)
[completed actions](#)
[reports](#)
[my profile](#)
[help](#)

Office: 001 Handling for: Yourself

Personal Reports: for <Report By> as of <Time/Date Stamp>
 <Report Type>
[Choose a different report](#)

[Click on the column heading to sort] [Go to Report Averages](#)

<Column 1>	<Column 2>	<Column 3>	<Column 4>	<Column 5>	<Column 6>	<Column 7>	<Column 8>	<Column 9>	<Column 10>
Walker, L	12345678901234567890	Insured	15	13	1	2	20.00	YES	\$260.00
Oquendo, J	12345678901234567891	Insured	13	12	0	1	25.00	YES	\$300.00
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	0	16.99	NO	\$220.87
McGwire, M	12345678901234567892	Uninsured	5	12	0	0	19.99	NO	\$239.88
Lankford, R	12345678901234567891	Claimant	7	15	0	0	23.99	YES	\$359.85
Jordan, B	12345678901234567891	Claimant	8	15	1	0	21.99	NO	\$329.85
Totals 6 Customer Files		Averages	7.16	13.33	.33	0.5	21.32		\$285.08

[top of page](#)
 View a different report:

*Excludes taxes and government surcharges.
[Download this report](#)


Select a view: Open Ticket Summary
 Show Only: All Claim Types
 For Closed Tickets, please select a time period:
 From: January 2000
 To: March 2000


VIEW REPORT

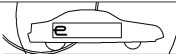
[top of page](#)

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FIG. 146

 <div style="display: inline-block; text-align: right;"> Welcome to the Automated Rental Management System </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> create a RESERVATION find a CUSTOMER </div> <div> action items completed actions reports my profile help </div> </div>	
<div style="display: flex; justify-content: space-between;"> Claims office: 003 Handling for: Yourself </div> <p>Authorize Direct Bill: for Reed, Keith Claim no. 123-9829</p> <p style="text-align: center;">CUSTOMER FILE</p>	
Direct Bill Requested for: Claim Number: <input type="text" value="123-9829"/> <input type="text"/> days @ <input type="text" value="Economy/18.99"/> <input type="button" value="VIEW CARS"/> Policy: Daily rate/ Maximum dollars <input type="text" value="Please chose a rate."/> Direct Bill%: <input type="text" value="100"/> Vehicle Condition: <input type="text" value="Please select a condition"/> Date of Loss: <input type="text" value="September"/> <input type="text" value="20"/> <input type="text" value="2000"/> <input type="text"/> Date Rental Needed: <input type="text" value="September"/> <input type="text" value="22"/> <input type="text" value="2000"/> <input type="text"/> Insured Name: Last: <input type="text"/> First: <input type="text"/>	Claim Type: <input type="text" value="Insured"/> Note to Enterprise: <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div> Note to Self Only: <div style="border: 1px solid black; height: 60px; margin-top: 5px;"></div>
Messages: <div style="display: flex; justify-content: flex-end; margin-top: 10px;"> <input type="button" value="CANCEL"/> <input type="button" value="PROCESS"/> </div>	
<div> Go to Notebook </div> <div style="margin-top: 10px;"> <div style="display: flex; justify-content: space-between;"> <div> <p>[Change or Add]</p> <p>RENTER INFORMATION:</p> <p>Keith Reed</p> </div> <div> <p>Home: (314)555-3876</p> <p>Work: Work: N/A</p> </div> </div> <div style="margin-top: 10px;"> <p>RENTAL INFORMATION:</p> <p>Enterprise Rent-A-Car Location:</p> <p>ENTERPRISE RENT-A-CAR</p> <p>3752 BOGEY RD</p> <p>SAINT CHARLES MO 633033105</p> <p>6369463010</p> </div> <div style="margin-top: 10px;"> <p>ADDITIONAL CLAIM INFORMATION:</p> <div style="display: flex; justify-content: space-between;"> <div> <p>Insured Name: N/A</p> <p>Owner's vehicle: N/A</p> <p>Date of Loss: 9/20/00</p> <p>Type of Loss:</p> <p>NOTEBOOK:</p> </div> <div> <p>Repair Facility:</p> <p>N/A</p> </div> </div> </div> </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> <p>● top of page</p> </div> <div> <p> Contact Us Terms & Conditions Log Off </p> </div> </div>	

 Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER action items completed actions reports my profile help	
Claims office: 003 Handling for: Yourself	
Extend Rental: for Scott Clinton Claim no. 615-3456 CUSTOMER FILE 1 of 1	
<div style="display: flex; justify-content: space-between;"> <div> <p>Extension requested for:</p> <div style="display: flex; align-items: center;"> <input style="width: 50px; text-align: center;" type="text" value="3"/> additional authorized days @ Compact/20.99 VIEW CARS </div> <p>Messages:</p> <p>Go to Notebook</p> <p>Current Rental Status:</p> <p>Rental Start Date: 9/22/00</p> <p>Last authorized ending date: 9/26/00</p> <p>Authorized to date: 4</p> <p>Charges to Date: \$83.96*</p> <p>Direct Bill %: 100</p> <p>*Does not include taxes and surcharges</p> <p>[Change or Add]</p> </div> <div> <p>Note to Enterprise:</p> <div style="border: 1px solid black; height: 20px; margin-top: 5px;"></div> <p>Note to Self:</p> <div style="border: 1px solid black; height: 20px; margin-top: 5px;"></div> <p>Rental Location:</p> <p>ENTERPRISE RENT-A-CAR</p> <p>(314)918-1300</p> <p>Repair Facility:</p> <p>Owner's vehicle:</p> <p>Vehicle Condition: Driveable</p> <p><input type="checkbox"/> Extend this rental</p> <div style="display: flex; justify-content: flex-end; gap: 10px;"> SET LAST DAY PROCESS </div> </div> </div>	
<p>RENTER INFORMATION:</p> <p>Scott, Clinton</p> <p>RENTAL INFORMATION:</p> <p>Current Class: Compact</p> <p>Additional Charges: None</p> <p>Direct Bill %: 100</p> <p>Rental Date: 9/20/00</p> <p>Start Date: 9/21/00</p> <p>ADDITIONAL CLAIM INFORMATION:</p> <p>Claim Number: 615-3456</p> <p>Claim Type: Claimant</p> <p>Insured Name:</p> <p>Owner's vehicle:</p> <p>Date of Loss: 9/21/00</p> <p>Type of Loss: Driveable</p> <p>Policy: Daily rate/</p> <p>Maximum dollars:</p> <p>NOTEBOOK:</p> <p>● top of page</p>	<p>Home: (314)555-2345</p> <p>Work: N/A</p> <p>Email: N/A</p> <p>Enterprise Rent-A-Car Location:</p> <p>ENTERPRISE RENT-A-CAR</p> <p>2229 BRENTWOOD BLVD</p> <p>SAINT LOUIS MO 631441832</p> <p>(314)918-1300</p> <p>Repair Facility:</p>
Contact Us Terms & Conditions Log Off	



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RESERVATION](#)
[find a
CUSTOMER](#)

[action items](#)
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[my profile](#)
[help](#)

Claims office: 003 Handling for: Yourself

Personal Reports: for <Report By> as of <Time/Date Stamp>
<Report Type>
Choose a different report

[Click on the column heading to sort] [Go to Report Totals](#)

Renter Name	Claim Number	ClaimType	Billed Days	Authorized Days	Number of Extensions	Authorized Rate	Amount Received
Walker, L	12345678901234567890	Insured	15	13	2	20.00	YES
Oquendo, J	12345678901234567891	Insured	13	12	1	25.00	YES
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	16.99	NO
McGwire, M	12345678901234567892	Uninsured	5	12	0	19.99	NO
Lankford, R	12345678901234567891	Claimant	7	0	0	23.99	YES
Jordan, B	12345678901234567891	Claimant	8	15	0	21.99	NO
Totals 6 Customer Files		Averages	7.16	13.33	.33	0.5	

[top of page](#)
*Excludes taxes and government surcharges.

Choose a different report: [Download this report](#)

Select a view: Open Ticket Summary ▼

For Closed Tickets, please select a time period:

From: January 2000 ▼

To: March 2000 ▼ VIEW REPORT

[top of page](#)

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FIG. 147(c)

Generate Management Report Activity Diagram

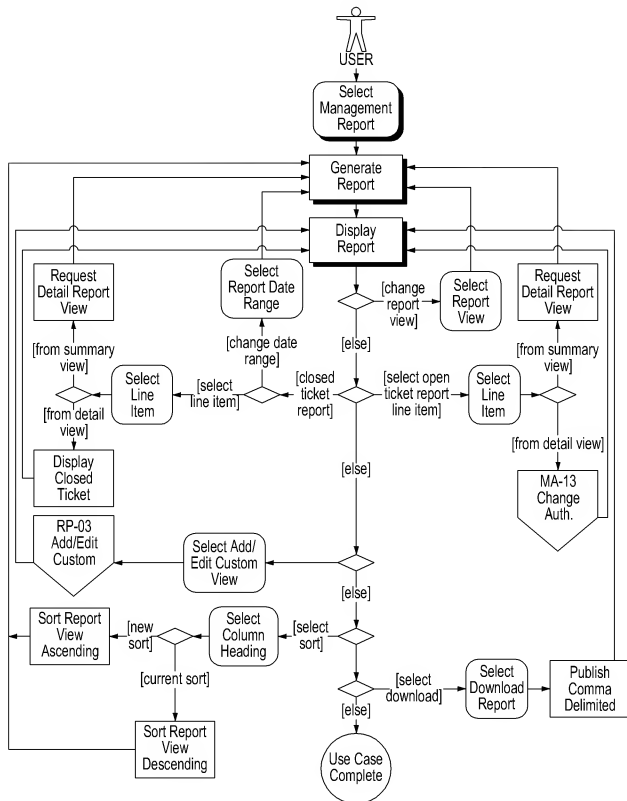


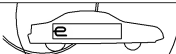
FIG. 148

New Sheet

	Report Sorted By											
	Adjuster				Repair Facility				Office			
	Open Detail	Open Summary	Closed Detail	Closed Summary	Open Detail	Open Summary	Closed Detail	Closed Summary	Open Detail	Open Summary	Closed Detail	Closed Summary
Adjuster Name	X	1	X	1					1		1	
Renter Name	1		1		1		1					
Claim Number	2		2		2		2		2		2	
Claim Type	3		3		3		3		3		3	2
Authorized Days*	6	5	6	5	6	5	6	5	6	5	6	5
Authorized Rate*	4	3	4	3	4	3	4	3	4	3	4	3
Rental Days*	5	4			5	4			5	4		
Billed Days*+			5	4			5	4			5	4
Days Behind*	7	6			7	6			7	6		
Number of Extensions*	8	7	7	6	8	7	7	6	8	7	7	6
Surcharges	9				9				9			
Authorized Amount*	10	8			10	8			10	8		
Amount Received*			9	8			9	8			9	8
Total Charges*			8	7			8	7			8	7
Billed Amount*			10	9			10	9			10	9
Total Contracts	X	2	X	2	X	2	X	2	X	2	X	X
Repair Facility Name					X	1	X	1				
Repair Facility Telephone					X		X					
Office Name									X	1	X	X
Month/Year												1

+ Not available in current state system. Being implemented by the ARMS Maintenance team.

FIG. 149



Welcome to the Automated Rental Management System

[create a RESERVATION](#)
[find a CUSTOMER](#)

[action items](#)
[completed actions](#)
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[help](#)

Office: 001 Handling for: Yourself

Management Reports: for as of <Report By> as of <Time/Date Stamp>
<Report Type>
[Choose a different report](#)

[Click on the column heading to sort] [Go to Report Averages](#)

<Column 1>	<Column 2>	<Column 3>	<Column 4>	<Column 5>	<Column 6>	<Column 7>	<Column 8>	<Column 9>	<Column 10>
1 Walker, L	12345678901234567890	Insured	15	13	1	2	20.00	YES	\$260.00
1 Oquendo, J	12345678901234567891	Insured	13	12	0	1	25.00	YES	\$300.00
Griffey Jr., K	12345678901234567890	Claimant	10	13	0	0	16.99	NO	\$220.87
McGwire, M	12345678901234567892	Uninsured	5	12	0	0	19.99	NO	\$239.88
Lankford, R	12345678901234567891	Claimant	7	15	0	0	23.99	YES	\$359.85
Jordan, B	12345678901234567891	Claimant	8	15	1	0	21.99	NO	\$329.85
Totals 6 Customer Files		Averages	7.16	13.33	.33	0.5	21.32		\$285.08

[top of page](#) *Excludes taxes and government surcharges.

[Download this report](#)

[<<< Previous <Report By>](#)
[View a different report:](#)

Go to: <Next Report By Item>

[Next <Report By> >>>](#)

Report by: Adjuster

Select a view: Open Ticket Summary

Show Only: All Claim Types

For Closed Tickets, please select a time period:

From: January 2000

To: March 2000 VIEW REPORT

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FIG. 150

New Sheet

Add/Edit Custom View Activity Diagram

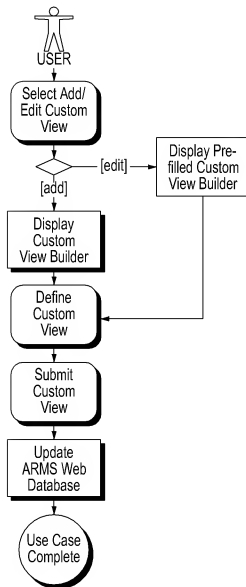
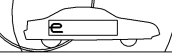


FIG. 151



Welcome to the Automated Rental Management System

create a
RESERVATION
find a
CUSTOMER

action items
completed actions
reports
my profile
help

Office: 001

Handling for: Yourself

Reports:

Add a new report view:

Name this report:

Start from a View: Closed Ticket Detail (optional)

Ticket Status: Closed Tickets

- ① Choose a name for your new report.
- ② You may choose a report view (optional).
- ③ Choose a ticket status.
- ④ Add the fields you'd like and the order you'd like to see them.

Select fields to display on report:

Available Fields

Renter Name
Claim Number
Claim Type
Billed Days
Auth. Days
Auth. Rate
Number of Extensions
Total Charges
Renter Charges
Total Billed Charges

<< REMOVE

INSERT >>

DICTIONARY

New Report Fields

Adjuster Name
Other Charges
Repair Facility
Rental Days
Renter State
Office
Rental Open Date
Rental Close Date

↑

↓

[Save this report view](#) | [Close without saving](#) | [Delete this report](#)

[Contact Us](#) | [Terms & Conditions](#)

FIG. 152

Maintain User Activity Diagram

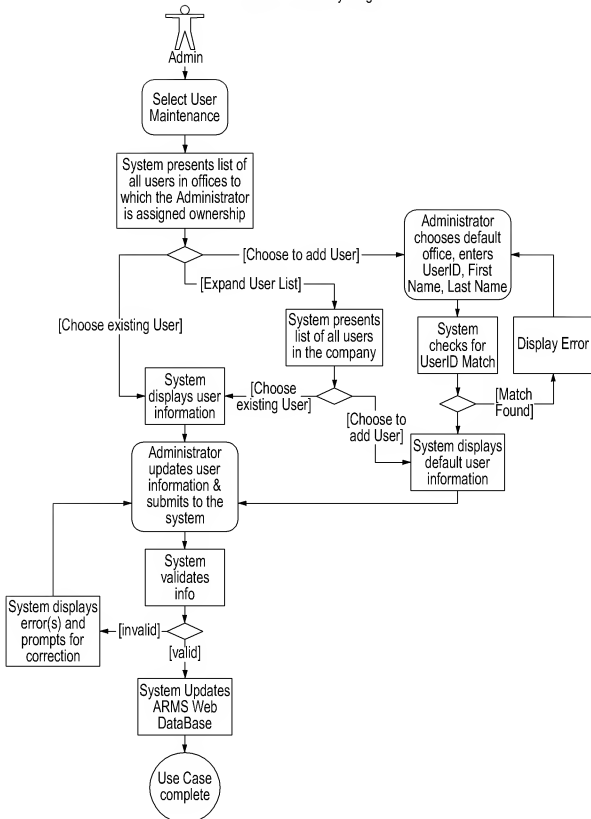
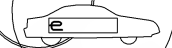


FIG. 153

New Sheet



Welcome to the
Automated Rental Management System

create a
RESERVATION

find a
CUSTOMER

action items

completed actions

reports

my profile

help

Claims Office: 001

Handling for: Yourself

Administration:
MODIFY USER

Create a New User/Team

Create a:
☒ New User
☐ New Team

Primary Office:

Choose an Office

Last Name:

First Name:

User ID:

PROCESS

Modify/View Users

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Teams

Show Entire Company

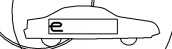
Name	User ID	Default Office	Office Description
(A) Apple, Bob <u>Abram, Sue</u>	NAT 3079 NAT 5997	001 002	Ladue Ballwin
(B) Bagwell, Bob <u>Bolton, Dave</u>	NAT 3079 NAT 9043	003 001	Manchester Ladue
(C) Chester, Don	NAT 0796	002	Ballwin
(D) Dithers, Sezn	NAT 0796	002	Ballwin

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Log Off

FIG. 154



Welcome to the
Automated Rental Management System

[create a RESERVATION](#)
[find a CUSTOMER](#)
[action items](#)
[completed actions](#)
[reports](#)
[my profile](#)
[help](#)

Claims Office: 001 Handling for: Yourself

Administration:
MODIFY USER

Create a New User/Team

Create a: ☐ New User ☒ New Team

Primary Office: Choose an Office ▾ Team Name:

[PROCESS](#)

Modify/View Users

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [Teams](#)

[Show Entire Company](#)

Name	User ID	Default Office	Office Description
Ⓐ Apple, Bob	NAT 3079	001	Ladue
Abram, Sue	NAT 5997	002	Ballwin
Ⓑ Bagwell, Bob	NAT 3079	003	Manchester
Bolton, Dave	NAT 9043	001	Ladue
Ⓒ Chester, Don	NAT 0796	002	Ballwin
Ⓓ Dithers, Sezn	NAT 0796	002	Ballwin

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FIG. 155

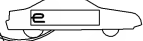
 <div style="display: inline-block; text-align: right;"> Welcome to the Automated Rental Management System </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> create a RESERVATION find a CUSTOMER </div> <div> action items completed actions reports my profile help </div> </div>	
<div style="display: flex; justify-content: space-between;"> <div> Administration: MODIFY USER </div> <div> Claims Office: 001 Handling for: Yourself </div> </div>	
<div style="display: flex; justify-content: space-between;"> <div> User Information: </div> <div> <input type="button" value="PROCESS"/> </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> Last Name: <input style="width: 100%;" type="text"/> User ID: <input style="width: 100%;" type="text"/> <input checked="" type="checkbox"/> Active </div> <div style="width: 45%;"> First Name: <input style="width: 100%;" type="text"/> E-mail Address: <input style="width: 100%;" type="text"/> <input type="checkbox"/> Reset Password </div> </div>	
<div>Office:</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 60%;"> Primary Office: Selected Office Address: 123 Sesame Street City: NEW YORK Phone Number: (314) 555-9856 </div> <div style="width: 40%;"> State/Province: NY Post Code: 12345 </div> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> Available Offices 001 002 003 004 005 </div> <div style="display: flex; justify-content: center; gap: 10px;"> <input type="button" value="INSERT >>"/> <input type="button" value=" << REMOVE"/> </div> </div> <div style="width: 45%;"> <div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> Authorized Offices *Selected Office </div> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <input type="button" value="* SET PRIMARY OFFICE"/> </div> </div> </div>	
<div>Authorizations:</div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <div style="width: 45%;"> Authorized Limits: <input style="width: 100%;" type="text"/> Days/Rental \$ <input style="width: 100%;" type="text"/> Max/Rental </div> </div> <div style="margin-top: 10px;"> File Ownership: <div style="margin-left: 20px;"> <input type="checkbox"/> Allows files and action items to be assigned to this adjuster. </div> </div>	
<div>Work Authority:</div> <div style="margin-top: 10px;"> Please choose the section of ARMS this user will be able to view. <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Create Reservations <input checked="" type="checkbox"/> Authorized/Extend Rentals <input checked="" type="checkbox"/> Pay Invoice <input checked="" type="checkbox"/> Reporting (Management) <input checked="" type="checkbox"/> Receive Unassigned Action Items <input checked="" type="checkbox"/> User Maintenance </div>	
<div style="display: flex; justify-content: space-between; align-items: center;"> <div> top of page </div> <div> Contact Us Terms & Conditions Log Off </div> <div> <input type="button" value="PROCESS"/> </div> </div>	

FIG. 156

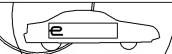
		Welcome to the Automated Rental Management System	
create a RESERVATION		find a CUSTOMER	
action items		completed actions	
reports		my profile	
help		my profile user admin log off	
Administration: MODIFY TEAM		Claims Office: 001 Handling for: Y	
Team Information:			
Team Name: <input style="width: 100px;" type="text"/>			
E-mail Address: <input style="width: 100px;" type="text"/>			
<input checked="" type="checkbox"/> Active Team			
Office:			
Primary Office: Chicago 012 Address: 1449 Plaza Court City: Chicago State/Province: IL Post Code: 63144 Phone Number: 636-896-9898			
File Ownership:			
<input type="checkbox"/> Allow files and action items to be assigned to this team.			
Team Members:			
Available <div style="border: 1px solid black; padding: 5px; min-height: 200px;"> Frank Rizzo Phil Conners Ned Ryerson Regis Philbin Rex Kramer Jeff Everson Doris Pickerill David Fereday Oderus Urungus Flattus Maximus Johnny B. Good Captain Caveman </div>		Team Members <div style="border: 1px solid black; height: 150px; width: 100%;"></div>	
		<input type="button" value="INSERT >>"/> <input type="button" value=" << REMOVE"/>	
<input type="button" value="PROCESS"/>			
Contact Us Terms & Conditions Log Off			

FIG. 157

New Sheet

User Profile Activity Diagram

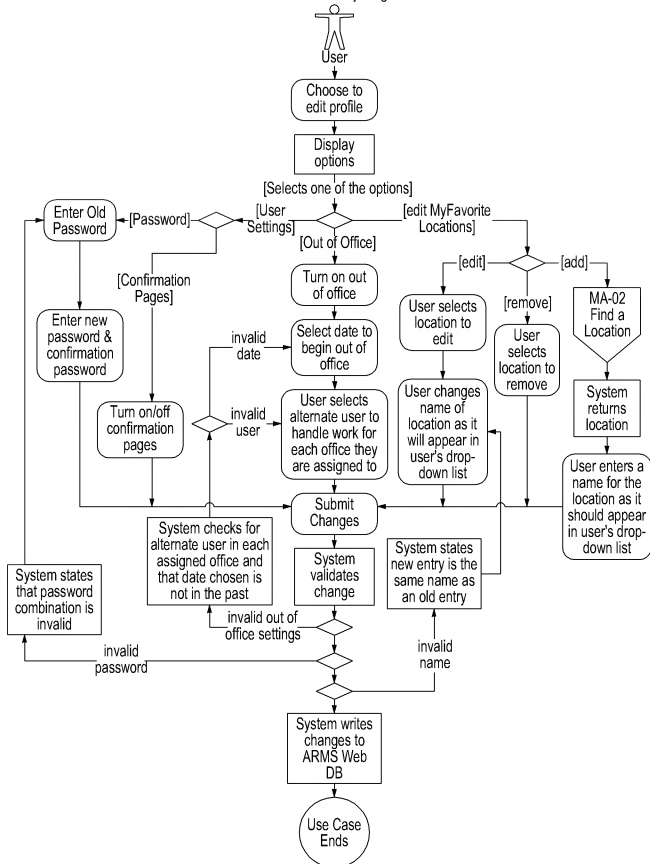



FIG. 158

		Welcome to the Automated Rental Management System	
create a RESERVATION find a CUSTOMER		action items completed actions reports my profile help	
Administration: My Profile		Office: 001 Handling for: Yourself	
Add/Edit My Favorite List		PROCESS	
Name <input type="text"/> <input type="text" value="North County"/> <input type="text" value="Main Branch"/> <input type="text" value="University Area"/>	Name 5976 Ladue 4720 Ramsey 1776 Liberty 2802 Lobby Ave	Remove This Branch <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Options: ① Edit or change the name of the branch. ② Remove a branch by checking the box for that location. ③ Search for a new office to add to your list.
<input type="button" value="ADD A DIFFERENT OFFICE"/>			
Out of Office:			
① Select feature setting <input type="radio"/> On <input checked="" type="radio"/> Off			
② Select the date range you'll be out of the office First Day Out: <input type="text" value="JAN"/> <input type="text" value="12"/> <input type="text" value="2000"/> <input type="button" value="Calendar"/>			
③ Please select an Adjuster to handle your accounts <div style="display: flex; justify-content: space-between;"> <div> Office: 001 Adjuster: <input type="text" value="Select an Adjuster"/> </div> <div> Office: 002 Adjuster: <input type="text" value="Select an Adjuster"/> </div> </div>			
My Settings:			
Change Password:			
Old Password: <input type="text"/> ① Type in your current password.			
New Password: <input type="text"/> ② Create a new password using at least six alphanumeric characters.			
Confirm Password: <input type="text"/> ③ Confirm your new password.			
Confirmation Page: Show Confirmation Page? <input type="radio"/> On <input checked="" type="radio"/> Off			
Contact Us Terms & Conditions			PROCESS